

MEDICAID HEALTH CARE FOR NATIVE AMERICANS AND ALASKAN NATIVES



If you are a federally recognized tribal member or individual who qualifies for services through Indian Health Service (IHS), you have choices for how you receive Medicaid services. Based on your specific situation, you may be able to choose one of the options below. You can change the way you receive health care services at any time.

YOUR CHOICES MAY INCLUDE

- The **EBCI Tribal Option*** is the primary care case entity (PCCMe) created by Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of American Indian/Alaskan Native Medicaid beneficiaries. The EBCI Tribal Option includes care coordination by Vaya Health for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
- A **Standard Plan** is a health plan that offers physical health, pharmacy, care management and basic behavioral health services for beneficiaries. Depending on where you live, you may have four or five Standard Plans to choose from.
- A **Tailored Plan** is a health plan that offers physical health, pharmacy, care management and enhanced behavioral health services for beneficiaries who may have a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
- **NC Medicaid Direct** is North Carolina's health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care. It includes care coordination from Community Care of North Carolina (CCNC) for physical health services. Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

IF YOU HAVE QUESTIONS

- **About your EBCI Tribal Option* benefits:** Call the EBCI Tribal Option.

EBCI Tribal Option1-800-260-9992 (TTY: 711)

- **About your Standard Plan benefits:** Call your Standard Plan.

WellCare1-866-799-5318 (TTY: 711)

UnitedHealthcare Community Plan.....1-800-349-1855 (TTY: 711)

HealthyBlue1-844-594-5070 (TTY: 711)

AmeriHealth Caritas1-855-375-8811 (TTY: 1-866-209-6421)

Carolina Complete Health* *1-833-552-3876 (TTY: 711 or 1-800-735-2962)

- **About your Tailored Plan benefits:** Call your Tailored Plan.

Alliance Health.....1-800-510-9132 (TTY: 711 or 1-800-735-2962)

Eastpointe.....1-800-913-6109 (TTY: 1-888-819-5112)

Partners Health Management.....1-800-235-4673 (TTY: 1-800-735-2962)

Sandhills Center.....1-800-256-2452 (TTY: 711 or 1-866-518-6778)

Trillium Health Resources.....1-877-685-2415 (TTY: 711)

Vaya Health.....1-800-962-9003 (TTY: 711)

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. A list of DSS locations can be found here: ncdhhs.gov/localdss.
- **About your health care choices or services provided by NC Medicaid Managed Care:** Go to ncmedicaidplans.gov (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- **About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

*EBCI Tribal Option is only available in these counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain and Transylvania.

**Carolina Complete Health is not a statewide health plan and limited to certain counties.

Visit ncmedicaidplans.gov

