

Do you or does someone in your family get Medicaid or NC Health Choice?

7 Things You Need to Know About NC's Move to Medicaid Managed Care

North Carolina Medicaid and NC Health Choice are moving to “Medicaid Managed Care” in November 2019. This means that you will get to choose from more than one Medicaid health plan, and that health plan will be run by an insurance company. Your benefits and your share of the cost (such as copayments) will stay the same. You will receive information about how to choose and enroll in a health plan that best fits your needs. Here is what you need to know:

- 1. MEDICAID MANAGED CARE IS COMING IN 2019.** Managed care for Medicaid and NC Health Choice programs will begin in November 2019. Most people who get Medicaid will move to Medicaid Managed Care and will get to choose a health plan. Some people will begin later, but no one will begin earlier than November 2019. Until then, keep using Medicaid and NC Health Choice as you do today.
- 2. YOU WILL HAVE ALL THE INFORMATION YOU NEED TO MOVE TO MEDICAID MANAGED CARE.** As the start of Medicaid Managed Care gets closer, you will get updates with more details. You can also get your questions answered online, on the phone and in person.
- 3. THE ONLY THING TO DO NOW IS UPDATE YOUR INFORMATION AND KEEP IT UP TO DATE.** Your address and phone number will be used to send you more information about Medicaid Managed Care. If you need to update this information, please call or go to your county Department of Social Services. Here is a list of Social Services offices and phone numbers: www.ncdhhs.gov/divisions/dss/local-county-social-services-offices.
- 4. HELP WILL BE AVAILABLE TO CHOOSE A HEALTH PLAN AND ENROLL.** The state has hired a company to give you information on the health plans in your area that will help you choose the best health plan for you.
- 5. MANY THINGS WILL STAY THE SAME.** Medicaid and NC Health Choice programs are staying the same. Only **how** you get your care and services will change. Eligibility rules for Medicaid are the same. The same health services, treatment and supplies will continue to be covered. You will still receive high quality care from a doctor near you and help with transportation to the doctor if you need it. Your share of Medicaid costs, if you have any, will stay the same as long as your household income stays the same.
- 6. YOUR RIGHTS WILL BE PROTECTED.** You will have rights to make sure you can fix issues with your health plan quickly and with little hassle. You will have the right to file grievances and appeals if necessary. There will be a new “ombudsman program” dedicated to help you get information and fix issues, whether you are in Medicaid Managed Care or have yet to move to Medicaid Managed Care.
- 7. HOW TO GET MORE INFORMATION.** If you have questions about Medicaid Managed Care or what it will mean for you and your family, please visit our website at www.ncdhhs.gov/medicaid-transformation.

HERE IS WHAT TO EXPECT:

- **AUGUST 2018:** The state chose the company that will help you choose and enroll in the health plan of your choice.
- **FEBRUARY 2019:** The state will announce which health plans will be available in Medicaid Managed Care.
- **SUMMER 2019:** You will get information on the health plans in your area, including how to find out which health plans have your doctor, and a phone number you can call to get help to understand your choices.
- **JULY-SEPTEMBER 2019:** Medicaid Managed Care will start by dividing the state into two phases. This is when you will choose a health plan if you live in the Phase 1 regions of the state.
- **NOVEMBER 2019:** Medicaid Managed Care will start in the Phase 1 regions.
- **OCTOBER-DECEMBER 2019:** If you live in the Phase 2 regions, this is when you will choose a health plan.
- **FEBRUARY 2020:** Medicaid Managed Care will start in the Phase 2 regions. Medicaid Managed Care now will be available throughout the state.

