Medicaid Managed Care
Open Enrollment

Department of Health and Human Services
Secretary Mandy Cohen, M.D.

October 16, 2019
Medicaid Managed Care Launches Statewide

Open Enrollment Began in July

Open Enrollment Began in October
In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care.
North Carolina’s Vision for Medicaid Transformation

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”
Features of Managed Care

• Medicaid services paid for differently
  – DHHS contracts with insurance companies (Health Plans)
  – DHHS pays predetermined set rate per person (capitated rate)
  – Minimum rate floors are set for certain providers
  – Health Plans are accountable for managing care

• Beneficiaries choose a health plan
  – Independent Enrollment Broker helps beneficiaries choose
Open Enrollment Now Open Statewide

Call Center (833-870-5500)

NCmedicaidplans.gov

Mobile App
## NC’s Medicaid Managed Care Health Plans

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>WellCare</td>
<td><a href="http://www.WellCare.com/nc">www.WellCare.com/nc</a></td>
<td>1-866-799-5318</td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td><a href="http://www.UHCCommunityPlan.com/NC.html">www.UHCCommunityPlan.com/NC.html</a></td>
<td>1-800-349-1855</td>
</tr>
<tr>
<td>HealthyBlue</td>
<td><a href="http://www.HealthyBlueNC.com">www.HealthyBlueNC.com</a></td>
<td>1-844-594-5070</td>
</tr>
</tbody>
</table>

Carolina Complete Health is only available in Regions 3, 4, 5.
DHHS’ Priorities for Day 1 of Managed Care

- A person with a scheduled appointment is seen by provider
- A person’s prescription is filled by the pharmacist
- A provider enrolled in Medicaid prior to February 1, 2020 is still enrolled
- A provider is paid for care delivered to members
## Medicaid Transformation Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Regions 2 and 4</th>
<th>Regions 1, 3, 5, and 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Packets Mailed</td>
<td>6/28/2019 (completed)</td>
<td>10/1/2019 (completed)</td>
</tr>
<tr>
<td>Open Enrollment Begins</td>
<td>7/15/2019 (completed)</td>
<td>10/14/2019</td>
</tr>
<tr>
<td><strong>Provider Contracts Must be Signed for Inclusion in Auto-Assignment</strong></td>
<td>11/15/2019</td>
<td></td>
</tr>
<tr>
<td>Open Enrollment Ends</td>
<td>12/13/2019</td>
<td></td>
</tr>
<tr>
<td>Auto-Assignment to Health Plans and PCPs</td>
<td>Starting 12/16/2019</td>
<td></td>
</tr>
<tr>
<td>Standard Plan Scheduled Effective Date</td>
<td>2/1/2020</td>
<td></td>
</tr>
</tbody>
</table>
Managing Change

• Transitioning to managed care is most significant change that NC Medicaid has ever undertaken.

• With any rollout of this magnitude, there will be issues and questions that arise.

• We are committed to doing everything possible to resolve problems quickly
Managing Change - Contact Us

• We have heard from some of you about what is working, and what is not.

• If new issues arise: START HERE FIRST
  – Providers: NCTracks: 800-688-6696
  – Beneficiaries: Medicaid Contact Center: 833-870-5500
  – Counties: NC FAST: 919-813-5400

• Staff can escalate issues to internal SWAT team focused on problem identification and resolution

• When needed, issues can be escalated to our SWAT team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov
We Are Supporting Beneficiaries

WHAT YOU NEED TO DO

1. Choose a primary care provider (PCP):
   To keep your doctor, clinic, or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP.
   • For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.

2. Choose a health plan in NC Medicaid Managed Care:
   A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: ncmedicaidplans.gov/choose/comparisons

3. Enroll in one of these ways:
   • Go to ncmedicaidplans.gov
   • Use the NC Medicaid Managed Care mobile app
   • Call us toll free at 1-833-879-5500 (TTY: 1-833-870-5580)
   • When you receive an enrollment form, fill it out and mail or fax it back.

IF YOU HAVE MORE QUESTIONS

• About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: healtheligibility.ncdhhs.gov/local

• About choosing a new provider: healtheligibility.ncdhhs.gov

WHAT YOU NEED TO DO

1. Choose a primary care provider (PCP):
   • For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.

2. Choose a health plan in NC Medicaid Managed Care:
   • For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.

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• About choosing a new provider: healtheligibility.ncdhhs.gov
We Are Supporting Providers

• Information
  – Provider Playbook Training
  – AHEC-supported training / Face-to-face events / Webinars
  – Targeted Medicaid bulletins / NCTracks Emails / Portal Updates

• Connections to PHPs
  – Ensuring providers are paid
  – Meet and Greets with Health Plans

• Connection to DHHS
  – Virtual office hours / Q&As
  – Engagement with providers, practices and associations
  – Conference calls with provider associations
We Are Supporting Providers

- Medicaid Transformation: Overview
- Medicaid Transformation: Beneficiary Enrollment and Timelines
- Overview of the Beneficiary Experience in NC Medicaid Managed Care for Medicaid Providers
- Searching the Enrollment Broker Provider Directory
- Non-Emergency Medical Transportation
- Frequently Asked Questions
- Beneficiary Enrollment Materials
- Beneficiary Outreach Materials

https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
We Are Supporting Counties

• Managed Care on-boarding sessions
• Health Plan cross-functional training
• Monthly webinars (ongoing)
• Virtual office hours (ongoing)
• Enrollment Broker onsite for in-person support
• DHHS staff onsite for in-person support
• County Playbook
• Weekly updates to DSS staff
We Are Supporting Counties

Introduction to Medicaid Transformation Part 1: Overview

UPDATED: Introduction to Medicaid Transformation Part 2: Enrollment and Timelines

UPDATED: Increase in Beneficiary Contact

UPDATED: Non-Emergency Medical Transportation (NEMT): Part 1

Warm Transfers and Referrals

UPDATED: Managed Care Populations and Enrollment Notices

Instructional Guide for Managed Care Status Estimates by County Report

Instructional Guide for Beneficiary Outreach Materials

Medicaid Transformation County DSS Readiness Considerations Workbook

Reference Guide for NC Medicaid Contacts

NEW: Instruction Guide for DSS Guardians

https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
We Are Supporting Legislators

• SWAT team to address questions rapidly
• Conference call during open enrollment
• DHHS presentations to priority stakeholders for legislators
• Calls with legislators during “Go Live”
• Resources on transformation
  – Playbook Fact Sheets
Enrollment Broker
About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for Health Plan and PCP selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

"An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed."

Options for Beneficiaries

1. Direct them to ncmedicaidplans.gov to learn more
2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist
3. Direct them to download and use the NC Medicaid Managed Care mobile app
4. Tell them to call 1-833-870-5500 to speak with an Enrollment Specialist. The call is free.
5. Individuals with hearing impairments may contact an Enrollment Specialist via the TTY line 1-833-870-5588.
6. Beneficiaries can also enroll by mailing or faxing their completed enrollment form
Enrollment Packet: Sample Transition Notice

The people below should choose a primary care provider and health plan by December 13, 2019:

- Patricia A. Jones  
  Medicaid ID: 123-45-6780
- Rodney M. Jones  
  Medicaid ID: 987-45-3211

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Sample Mandatory Notice

Dear [Name],

Your health plan

You chose a plan, or we chose one for you. The people listed below can start getting services from the plan on the start date below. If you choose a primary care provider (PCP), your PCP is listed below.

<table>
<thead>
<tr>
<th>Name / ID Number</th>
<th>Plan / Start Date / Phone</th>
<th>PCP / Address / Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia A. Jones</td>
<td>WellCare February 1, 2020</td>
<td>Dr. Betty Phillips 101 Blair Street Raleigh, NC 27609</td>
</tr>
<tr>
<td>123-45-6789</td>
<td>1-600-799-5518</td>
<td>919-M35-6200</td>
</tr>
</tbody>
</table>

If you want to keep your health plan

You can stay in the plan listed above. You do not have to do anything.

Questions?

You can contact us at 1-833-870-5500 (TTY: 1-833-870-5588). Our unlimited hours are from 7 a.m. to 9 p.m., 7 days a week. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Sample Excluded Notice

NOTICE TO HEALTH PLAN MEMBER WHO MAY NO LONGER ENROLL (EXCLUDED) AND MAY NO LONGER BE SERVICE PROVIDER UNDER NORTH CAROLINA MEDICAID DIRECT

Patsy A. Jones
1234 Main St
Raleigh, NC 27613-1200

October 1, 2019

Dear Patsy A. Jones:

You are now in NC Medicaid Direct.

Patsy A. Jones
123-45-6789

You are no longer in NC Medicaid Direct. The people below will get health care services through NC Medicaid Direct starting on the date listed. This change is because Patsy A. Jones is not a member of NC Medicaid Direct.

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

What happens next?

You will get a new ID card and details in the mail. Use the plan you are in now until your NC Medicaid Direct starts. If you need to see a doctor before you get your new ID card, bring this letter with you.

What may change?

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call 1-888-245-0790. We can also tell you about community services you may be able to get.

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

Questions?

We can help. Go to ncmedicaidplns.gov. You can also use the "chat" tool on the website. Or call us at 1-833-870-5500 (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Sample Exempt Notice

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Here are steps to help you choose a primary care provider and health plan.

**Step 1: Choose a primary care provider (PCP)**
Health plans work with different PCPs. To keep your family doctor, clinic or other health care provider as your PCP, first find out which plans they work with. Then choose one of those plans.
Here are three ways you can find out which plans your PCP works with:
- Ask your PCP.
- Call us at 1-833-870-5500 (TTY: 1-833-870-5555).
- Find a list of doctors and other specialists for each plan at medicaidnc.gov or on the mobile app. To get the free app, search for NC Medicaid Managed Care on Google Play or the App Store.
To help you choose a new PCP, think about your answers to these questions:
- Is there a doctor you already like?
- How far are you willing to travel to see a doctor?
- To find providers near you, go to medicaidnc.gov or use your mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to medicaidnc.gov or use the mobile app.

**Step 2: Choose a health plan in NC Medicaid Managed Care**
Choose a plan your PCP is in. Use these questions to help you choose the best plan for you.
- Do you want to keep your current doctor or clinic? Or do you want a new one?
- Does the health plan have the doctors, hospitals and specialists you use?
- To find out, go to medicaidnc.gov or use the mobile app.
- Does anyone in your family have special health needs?
- What additional services does the plan have? To see each plan's added services, go to medicaidnc.gov or use the mobile app. Or read the Health Plan Comparison Chart that come with this welcome packet.

**Step 3: Enroll in one of these ways**
- Go to medicaidnc.gov.
- Use the NC Medicaid Managed Care mobile app.
- Call us at 1-833-870-5500 (TTY: 1-833-870-5555).
- Fill out the enrollment form and mail it in the envelope that came with this welcome packet. Or fill it out at 1-833-870-5555.
Enrollment Form

You can use this form to choose or change a health plan and PCP for each person listed, or enroll online, using the mobile app, or by phone.

Choose or change your health plan in one of these ways:
1. Go to ncmedicaid.gov County Enrollment
2. Use the free NC Medicaid Managed Care mobile app.
4. Fill out this form and mail it to us in the envelope provided. Or fax it to 1-833-870-5650.

SAMPLE

Person 1: Patricia A. Jones, 02/16/1985
ID Number: 123-45-6789
Choose a primary care provider (PCP): Make sure the PCP is in the health plan you choose.
PCP’s first and last name
PCP’s address (street, city, state, ZIP Code)
Do you want this PCP for everyone listed on this form? Yes/No
Choose one health plan:
- WellCare
- UnitedHealthcare Community Plan
- Aetna
- Carolina Complete Health

Person 2: Sidney C. Jones, 07/04/1988
ID Number: 987-65-4321
Choose a primary care provider (PCP): Make sure the PCP is in the health plan you choose.
PCP’s first and last name
PCP’s address (street, city, state, ZIP Code)
Choose one health plan:
- WellCare
- UnitedHealthcare Community Plan
- Aetna
- Carolina Complete Health

The call is free. We can speak with you in other languages.

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Comparison Chart

Health Plan Comparison Chart
All plans are required to have the same type of Medicaid services you get now. These include:
- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice

To see the full list of NC Medicaid covered services provided by the health plans, go to ncmédicaidplans.gov.
Health plans also have added services. To compare added services, see the other side.

Questions? Go to ncmédicaidplans.gov Or call us at 1-833-870-5500 (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.
You can get this information in other languages or formats, such as large print or audio.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Comparison Chart

Added services: Use this chart to compare the added services that each health plan offers. Some services may be only for members who qualify.
For questions, call 1-833-870-5500 (TTY: 1-833-870-5558)

<table>
<thead>
<tr>
<th>WellCare</th>
<th>UnitedHealthcare</th>
<th>HealthyBlue</th>
<th>AmeriHealth Carolina</th>
<th>Carolina complete health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>Education</td>
<td>Education</td>
<td>Education</td>
<td>Education</td>
</tr>
<tr>
<td>$120 GED voucher</td>
<td>Life skills training</td>
<td>$50 annual gift card for school supplies</td>
<td>GED exam voucher (up to $100 value)</td>
<td>GED exam practice supplies</td>
</tr>
<tr>
<td>Prenatal</td>
<td>Prenatal</td>
<td>Prenatal</td>
<td>Prenatal</td>
<td>Prenatal</td>
</tr>
<tr>
<td>Up to $450 in rewards for baby products</td>
<td>Free breast pump</td>
<td>Up to $100 in rewards for baby products</td>
<td>24 hours of online tutoring for members ages 6-18, if qualify</td>
<td>Home visits for high-risk pregnancy</td>
</tr>
<tr>
<td>Wellness</td>
<td>Wellness</td>
<td>Wellness</td>
<td>Wellness</td>
<td>Wellness</td>
</tr>
<tr>
<td>$75 yearly in rewards gift cards</td>
<td>Up to $75 yearly in rewards gift cards</td>
<td>$40 a month for groceries, if qualify</td>
<td>$75 yearly in rewards gift cards</td>
<td>Virtual care visits</td>
</tr>
<tr>
<td>20% CVS discount card</td>
<td>13-week voucher for Weight Watchers®</td>
<td>13-week voucher for Weight Watchers®</td>
<td>10-week voucher for Weight Watchers® with 14 weeks of online tools</td>
<td>$75 yearly value in rewards</td>
</tr>
<tr>
<td>24-week voucher for Weight Watchers®</td>
<td></td>
<td></td>
<td></td>
<td>$20 monthly for approved foods</td>
</tr>
<tr>
<td>Youth</td>
<td>Youth</td>
<td>Youth</td>
<td>Youth</td>
<td>Youth</td>
</tr>
<tr>
<td>Boy Scouts, Girl Scouts or 4-H Club membership</td>
<td>$75 yearly for youth club membership</td>
<td>Boys &amp; Girls Club membership at participating locations for members under 19</td>
<td>Boys &amp; Girls Club membership for members ages 6-18</td>
<td>Boys &amp; Girls Club membership for members ages 6-18</td>
</tr>
<tr>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
</tr>
<tr>
<td>Hearing aid (up to $300 value)</td>
<td>$100 yearly value in alternative healing, acupuncture, massage therapy</td>
<td>Acupuncture, massage therapy, biofeedback</td>
<td>$125 yearly for vision items for members ages 21 and older</td>
<td>$125 yearly for vision items for members ages 21 and older</td>
</tr>
<tr>
<td>Up to $120 yearly value for over-the-counter drugs</td>
<td>Up to $150 for hypoallergenic mattress cover and pillowcase for asthma</td>
<td>Extra pair of glasses and eye exam every 2 years for members ages 21 and older</td>
<td>$30 quarterly value per household for over-the-counter drugs</td>
<td>$30 quarterly value per household for over-the-counter drugs</td>
</tr>
<tr>
<td>Cell phone with 1,000 monthly minutes, free texts and 16GB of data</td>
<td>Cell phone with 350 monthly minutes, free texts</td>
<td>Free meal delivery up to 7 days after hospital stay, if qualify</td>
<td>Home visits and supplies such as air filters and mattress covers for asthma</td>
<td>Home visits and supplies such as air filters and mattress covers for asthma</td>
</tr>
<tr>
<td>Rides to classes and events</td>
<td>Free meal delivery up to 14 days, if qualify</td>
<td>Cell phone with 1,000 monthly minutes, free texts</td>
<td>Cell phone with 1,000 monthly minutes, free texts</td>
<td>Cell phone with 1,000 monthly minutes, free texts</td>
</tr>
</tbody>
</table>

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
You have a new health plan in your area!

In the new way to get Medicaid, you can choose a health plan. If you already chose a plan, you can change it.

You now have a new health plan in your area. These are the health plans you can choose:
- AmeriHealth Caritas
- Carolina Complete Health
- HealthyBlue
- UnitedHealthcare Community Plan
- WellCare

Choose or change a plan in one of these ways:
1. Online at ncmedicaidplans.gov
2. Use the NC Medicaid Managed Care mobile app
3. Call us at 1-833-870-5500 (TTY: 1-833-870-5588)

Questions?
Call us at 1-833-870-5500 (TTY: 1-833-870-5588).

MEDICAID EB NEW PLAN REG 4 ENG 19T015

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Additional Information

Notice of Non-Discrimination

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. NC Medicaid does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

NC Medicaid provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

NC Medicaid provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact NC Medicaid at 1-833-870-5500 (TTY: 1-833-870-5588). If you believe that NC Medicaid has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

DHHS ADA/RA Complaints
Office of Legal Affairs
2003 Mail Service Center
Raleigh, NC 27695-2001

You can file a grievance in person or by mail, fax, or email. If you need help filling a grievance, the Office of Legal Affairs is available to help you.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- Electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
- By mail at:
  U.S. Department of Health and Human Services
  200 Independence Avenue SW, Room 509F
  H-4 Building
  Washington, DC 20201
- By phone at 1-800-878-5590 (TDD: 1-800-877-8339) or State TTY:

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Help in Other Languages

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-833-870-5500 (TTY: 1-833-870-5588).


HINDI हिन्दी: हम पहले से ही हिंदी को बोलने वाले हैं की हमारे साथ हिंदी भाषा के हेल्प लाइन पर कूच किया गया है। 1-833-870-5500 (TTY: 1-833-870-5588).

JAPANESE 注意事項: 日本語で話される場合、無料の言語支援をご利用いただけます。1-833-870-5500 (TTY: 1-833-870-5588) まで、お電話にてご連絡ください。
Reminder Postcard

Choose a health plan by December 13, 2019

In the new way to get Medicaid, you need to choose a health plan. We sent you a packet in the mail. If you don’t choose a plan, we will choose one for you.

Choose a plan in one of these ways:
1. Online at ncmedicalplans.gov
2. Use the NC Medicaid Managed Care mobile app
3. Call us at 1-833-870-5500 (TTY: 1-833-870-5588)
4. Mail the Enrollment Form we sent you


PATRICIA A. JONES
1234 ANY MAIN ST
RALEIGH, NC 27603-1000

SAMPLE
Outreach and Education
Partner Engagement & Member Outreach

Partner Engagement Events

Types of Events
• Onboarding sessions
• Cross-functional trainings
• Monthly webinars
• Readiness

Types of Materials
• Managed care toolkit
• Presentations
• Recordings
• Systems training

Member Outreach Events

Types of Events
• Member education:
  • Enrollment events
  • Community events
    • Meet & greet
    • Informational booth

Types of Materials
• Media campaigns
• Marketing materials
• Flyers, fact sheets, etc.

OPEN ENROLLMENT WEBCAST | OCT. 16, 2019
Outreach Materials

POSTER

Fact Sheet

Q&A

Palm Card

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
ABOUT ELIGIBILITY
Contact their local DSS
Find contact information at ncdhhs.gov/localdss

ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS
Call the Medicaid Contact Center toll free: 1-888-245-0179

ABOUT CHOOSING A PLAN OR PCP AND ENROLLING
Go to ncmedicaidplans.gov (chat available)
Use the NC Medicaid Managed Care mobile app
Call 1-833-870-5500 (the call is free)
TTY: 1-833-870-5588

ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS
Call their Health Plan
Questions
NC Medicaid Managed Care call center: 833-870-5500

NC Medicaid Managed Care website: ncmedicaidplans.gov

Enrollment materials: medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Webinar recordings and presentations: ncdhhs.gov/medicaid-transformation