

NC MEDICAID 2019 COUNTY PLAYBOOK:

Reference Guide: Medicaid Contacts for Beneficiaries



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

With Medicaid Transformation comes the introduction of new points of contact for beneficiaries, such as the enrollment broker and health plans. A long-term goal of NC Medicaid is to provide a single point of contact – one number – for beneficiaries to call for assistance. For now, please try to direct beneficiaries to the appropriate contact using the information provided in this guide. The attached tables provide the various points of contact, key responsibilities, and the phone numbers and/or websites beneficiaries can use. **When in doubt, you may always refer the beneficiary to the Enrollment Broker’s toll-free number for assistance: 1-833-870-5500. This guide is intended for internal use only and not meant to be used as a handout for beneficiaries.**

Prior to referring, consider the following:

- Changes in household situation, changes of address, pregnancies/births, and general eligibility questions should be referred to the beneficiary’s local Department of Social Services (DSS). You can find a directory of all 100 local DSS offices here: <https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>
- If possible, find out if the person is already a member of a health plan. Points of contact for health plan members (people in NC Medicaid Managed Care) may differ from those for beneficiaries in NC Medicaid Direct. For NC FAST users: if the beneficiary does not know if he or she is in a health plan, check the Prepaid Health Plan-Managed Care evidence on the Medicaid case to find out. You can also find the Managed Care Status on the Benefit History tab of the Person Page.

When possible, please warm transfer beneficiaries to the appropriate point of contact. This is one way ensure they get connected to the right person, regardless of who they start with. Please reference the Warm Transfers and Referrals Fact Sheet for more information: <https://files.nc.gov/ncdma/FactSheet5-Warm-Transfers-Referrals-20190521.pdf>.

For All Medicaid and NC Health Choice Beneficiaries:

Key Responsibilities	Point of Contact	Contact Information
<ul style="list-style-type: none"> • Help choosing a health plan and primary care provider (PCP) • Health Plan Enrollment • Health Plan Changes • General Questions about NC Medicaid Managed Care • Tech support for website or mobile app 	NC Medicaid Enrollment Broker Hours of Operation: Mon-Sat 7am-5pm (Extended Hours During Open Enrollment: Mon-Sun 7am-8pm)	Toll Free Phone Number: 1-833-870-5500 TTY: 1-833-870-5588 Website: ncmedicaidplans.gov Mobile App: NC Medicaid Managed Care Mobile App
<ul style="list-style-type: none"> • Eligibility questions • Change of Address • Change in Household Situation 	Local County DSS Hours of Operation Vary by County	Directory located here: https://www.ncdhhs.gov/divisions/social-services/local-dss-directory
<ul style="list-style-type: none"> • General Medicaid Inquiries • Dental Benefits 	Medicaid Contact Center Hours of Operation: Mon-Fri 8am-5pm	Phone Number: 1-888-245-0179

For NC Medicaid Direct (fee-for-service Medicaid) ONLY:

Key Responsibilities	Point of Contact	Contact Information
<ul style="list-style-type: none"> • Non-Emergency Medical Transportation (NEMT) • Updating a primary care provider (PCP) • Replacement Medicaid card 	Local County DSS Hours of Operation Vary by County	Directory located here: https://www.ncdhhs.gov/divisions/social-services/local-dss-directory
<ul style="list-style-type: none"> • Claims/Billing • General Coverage • Prior Authorizations • Medicare Part B Buy-In • Updating a PCP 	Medicaid Contact Center Hours of Operation: Mon-Fri 8am-5pm	Phone Number: 1-888-245-0179

For Health Plan Members (NC Medicaid Managed Care) ONLY:

Key Responsibilities	Point of Contact	Contact Information
<ul style="list-style-type: none"> Health plan changes (if beneficiary wants to switch plans) 	NC Medicaid Enrollment Broker Hours of Operation: Mon-Sat 7am-5pm (Extended Hours During Open Enrollment: Mon-Sun 7am-8pm)	Toll Free Phone Number: 1-833-870-5500 TTY: 1-833-870-5588 Website: ncmedicaidplans.gov Mobile App: NC Medicaid Managed Care Mobile App
<ul style="list-style-type: none"> General Coverage Updating a PCP General Claims/Billing Non-Emergency Medical Transportation (NEMT)* Prior Authorizations Replacement health plan ID card <p>*NEMT trips may need to be scheduled with the health plan's transportation broker directly. If the member does not know who to call, the Health Plan's Member Services can direct them to the appropriate point of contact.</p>	Health Plan Member Services Hours of Operation Vary by Health Plan	WellCare: <ul style="list-style-type: none"> Phone: 1-866-799-5318 Website: www.wellcare.com/nc UnitedHealthcare: <ul style="list-style-type: none"> Phone: 1-800-349-1855 Website: www.uhccommunityplan.com/nc HealthyBlue: <ul style="list-style-type: none"> Phone: 1-844-594-5070 Website: www.healthybluenc.com AmeriHealth Caritas: <ul style="list-style-type: none"> Phone: 1-855-375-8811 Website: www.amerithealthcaritasnc.com Carolina Complete Health: <ul style="list-style-type: none"> Phone: 1-833-552-3876 Website: www.carolinacompletehealth.com
<ul style="list-style-type: none"> Support for Non-life-threatening Behavioral Health Issues 	Health Plan Behavioral Crisis Line Hours of Operation: 24/7	Phone Numbers: WellCare: 1-833-207-4240 UnitedHealthcare: 1-877-334-1141 HealthyBlue: 1-844-594-5076 AmeriHealth Caritas: 1-833-712-2262 Carolina Complete Health: 1-833-552-3876
<ul style="list-style-type: none"> Medical Advice/Support for Non-Emergency Medical Issues 	Health Plan Nurse Line Hours of Operation: 24/7	Phone Numbers: WellCare: 1-800-919-8807 UnitedHealthcare: 1-855-202-0992 HealthyBlue: 1-844-545-1427 AmeriHealth Caritas: 1-888-674-8710 Carolina Complete Health: 1-833-552-3876