



North Carolina Medicaid and NC Health Choice Services

It can be challenging to get the health care you need if you or your community has been affected by Hurricane Florence. To help, the NC Department of Health and Human Services (DHHS) has made temporary changes to the Medicaid and NC Health Choice programs so that it is faster and easier to get the services you need. These changes, listed below, are expected to last until the state of emergency ends. We want you to focus on what is most important: taking care of you and your family.

Eligibility and Enrollment

1. If you want to enroll in Medicaid but cannot get the documents you need because of Hurricane Florence, you may be able to tell your county Department of Social Services (DSS) caseworker that you have all the documents and bring them later.
2. If you were evacuated out-of-state because of Hurricane Florence, but need to reside in North Carolina to stay enrolled in NC Medicaid, you will be considered to be “temporarily absent” and will remain enrolled.
3. If you are a current Medicaid beneficiary and it is time for your eligibility to be re-determined, you may be able to continue coverage past the deadline if you were affected by Hurricane Florence.
4. Requests for a fair hearing can be made past the 120-day limit (in the case of a managed care appeal) or past the 90-day limit (in the case of an eligibility or fee-for-service appeal).

Benefits and Cost Sharing

1. If you have been evacuated, even out of North Carolina, you can visit any doctor.
2. Prescriptions can be refilled early.
3. If you cannot access your designated pharmacy in the Lock-in Program due to Hurricane Florence, call 1-866-246-8505 to request a change to another prescriber or pharmacy available to write or dispense your prescription.
4. Prior authorizations for Medicaid services are waived.
5. The 3-day stay requirement for skilled nursing facilities is waived.
6. If you pay premiums for Medicaid or enrollment fees for NC Health Choice, those payments are suspended.

For More Information

- Call the NC Medicaid Contact Center at 1-800-662-7030
- Visit the Medicaid Hurricane Florence webpage at medicaid.ncdhhs.gov/nc-medicaid-hurricane-florence-response-recovery.
- Call or visit your county DSS. A list of phone numbers and addresses are at www.ncdhhs.gov/divisions/dss/local-county-social-services-offices.