



Community Care of North Carolina /Carolina Access Teaching Tool

CCNC/Carolina Access is the **Greatest Benefit** for Medicaid/NCHC beneficiaries who are eligible to be enrolled. Explaining the program and offering enrollment to eligible beneficiaries allows them to get the most from Medicaid/NCHC benefits. CCNC/Carolina Access is an important part of the eligibility process.

(Read the following information to educate about the benefits of CCNC/Carolina ACCESS to all eligible enrollees.)

1. **CCNC/Carolina ACCESS is Medicaid's Managed Care program. It provides you with a primary care provider also known as a medical home. It gives you:**
 - A place for preventive care so little problems will not become big problems; ex. Well check-ups, immunizations, common illnesses.
 - A place where your primary care provider (PCP) has your medical history, knows what medical care is best for you, and will help you manage your health care.
 - A doctor to assist you with finding the right specialists and medical equipment when necessary.
 - Access to medical advice 24 hours per day/7 days a week. You no longer have to go to an Emergency Department unless your health or life is in immediate danger. Call either of the two numbers printed on the front of the ID Card to receive medical advice.
2. **Your medical home may also provide Care management for things like asthma and diabetes.** (Care management is offered only by PCPs in CCNC. Check NC Fast to see if PCP is CCNC) **Some offices have a care manager who can:**
 - Help you with making appointments, arranging transportation etc.
 - Help you understand the treatment that you are getting and the medications that you may have to take.
 - Help you plan for your own care.
 - Be a contact for your ongoing medical needs.
3. **The medical services you will get as a member of CCNC/Carolina Access are the same as for other beneficiaries of Medicaid. The only difference is that CCNC/Carolina Access will provide you with additional services that we just talked about.**

(Give the client a CCNC/Carolina ACCESS Member Handbook*, and say to them):

4. This member handbook gives you a lot of information you need to know about being a member of **CCNC/Carolina ACCESS**. It is important that you read and understand this information.
5. If you think you need to see another doctor call your medical home first for a referral. This way, you can be sure that you are seen as quickly as possible, and that you are seeing a doctor who will accept your Medicaid/NCHC. You must have this referral or Medicaid may not pay the bill. Between July 1 and June 30 of each year, Medicaid will allow 22 visits to a doctor if you are 21 years of age or older. Medicaid will also allow up to 8 more visits if you need to see a chiropractor, optometrist, or podiatrist. Keep a record of your doctor visits so that you don't go over that number. If you think you need to have more visits, talk with your doctor.
6. There are some specialty services that do not need a referral from your medical home. Those services are listed in your Member Handbook. If you have any doubt about whether or not you need a referral, it is always best to call your medical home first.

*Reminder: For Mail-in or Electronic Applications be sure to send beneficiary the CCNC/CA Member Handbook

(Over for sample Medicaid and Health Choice cards)

The North Carolina Medicaid Identification (ID) Card:

Front of Card: (Sample)

THIS DOCUMENT CONTAINS FLUORESCENT FIBERS, FLUORESCENT ARTIFICIAL WATERMARK AND IS PRINTED ON CHEMICAL REACTIVE PAPER

N.C. DEPT. OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE

ANNUAL MEDICAID IDENTIFICATION CARD

LME MCO: _____

Recipient Signature _____
(Not valid unless signed)

USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH

N.C. DEPT. OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE

RECIPIENT I.D. _____ RECIPIENT NAME _____

BIRTH DATE: _____ ISSUE DATE: _____

For questions about your Medicaid coverage and/or to report Medicaid fraud, waste or program abuse, please contact DHHS Customer Service Center at 1-800-662-7030.

DMHA-50257 (Rev. 09/12) (24x35)

The North Carolina Health Choice for Children (NCHC) Identification (ID) Card:

Front of Card: (Sample)

NORTH CAROLINA HEALTH CHOICE FOR CHILDREN

COPAYS: Office/Outpatient: \$000.00 Pharmacy: \$0/00/\$0.00/\$0.00
Non-Emergency ER :\$000.00

CLIENT NAME
ADDRESS 1
ADDRESS 2
ADDRESS 3
ADDRESS 4
ADDRESS 5

Recipient Signature _____
(Not valid unless signed)

USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH

N.C. DEPT. OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE

RECIPIENT I.D. ###-##-####-M RECIPIENT NAME JOHNJOHNJOHN A. DOEDOEDOEDOEDOE

BIRTH DATE MM/DD/YYYY ISSUE DATE MM/DD/YYYY

PCP NAME
ADDRESS 1
ADDRESS 2
ADDRESS 3
ADDRESS 4
ADDRESS 5
PHONE NUMBERS

For questions about your Health Choice coverage and/or to report Health Choice fraud, waste or program abuse, please contact DHHS Customer Service at 1-800-662-7030.

You can choose your medical home and can change medical homes when necessary by contacting your caseworker at the Department of Social Services. The name of your medical home, their address, daytime telephone number, and after hour's telephone number will be listed in the right of the ID card for each person in your family enrolled in CCNC/Carolina Access.

You **must** call your Primary Care Provider to establish a record with your medical home as soon as possible. The office number is the first number printed on the ID Card. If you are already a patient there, but have not been seen recently, you should call them to update your record. If you wait until you are sick to call, you may not be able to be seen as quickly. Use the emergency room only when life or health is in immediate danger (or that of an unborn child, if pregnant).