THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Benefits

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicine – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

WHAT YOU NEED TO DO

1 **Choose a primary care provider (PCP)**

Health plans work with different PCPs. 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, go to **ncmedicaidplans.gov**, use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.

2 **Choose a health plan in NC Medicaid Managed Care**

Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:

- WellCare
- UnitedHealthcare Community Plan
- HealthyBlue
- AmeriHealth Caritas
- Carolina Complete Health*

*Carolina Complete Health is not offered in all counties. Visit **www.ncmedicaidplans.gov/choose/compareplans** to see the plans available in your county.

To learn more about the health plans, visit **ncmedicaidplans.gov**. If you do not choose a health plan, one will be chosen for you.

3 **Enroll in one of these ways:**

- Go to **ncmedicaidplans.gov**
- Use the NC Medicaid Managed Care mobile app
- Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
- When you receive an enrollment form, fill it out and mail or fax it back

After you enroll, your health plan will mail you a welcome packet and Medicaid card. You will use your Medicaid card to get health services.

IMPORTANT DATES

**All counties will need to enroll by December 13, 2019.
Health plan coverage will start February 1, 2020.**

IF YOU HAVE MORE QUESTIONS

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

- **About choosing or enrolling in a health plan:** Go to **ncmedicaidplans.gov** or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. The website also has a chat feature where you can get answers to your questions.

- **About your health plan or benefits:** Call your health plan.

  WellCare 1-866-799-5318   (TTY: 711)
  UnitedHealthcare Community Plan 1-800-349-1855   (TTY: 711)
  HealthyBlue 1-844-594-5070   (TTY: 711)
  AmeriHealth Caritas 1-855-375-8811   (TTY: 1-866-209-6421)
  Carolina Complete Health 1-833-552-3876   (TTY: 711 or 1-800-735-2962)

You can view more information for the health plans at
ncmedicaidplans.gov/choose/compareplans.

Download the NC Medicaid
Managed Care Mobile App

ANDROID   iOS