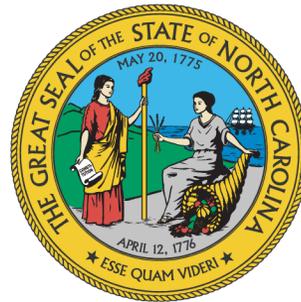


# NC Medicaid Managed Care

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

# Webinar Summary

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- **Webinar Summary**

- The NC Medicaid Managed Care transition and its impact on beneficiaries
- The timeline for open enrollment and what to expect in terms of communication to beneficiaries
- And how you can partner with the Enrollment Broker to educate beneficiaries

- **Webinar Speakers**

- Dave Richard, Deputy Secretary, Medicaid
- Sandy Terrell, Director Benefits and Services, Medicaid
- Eric Rubin, Division President for Health Services at MAXIMUS

Medicaid Transformation page: <https://www.ncdhhs.gov/assistance/medicaid-transformation>

County playbook page: <https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

# **NC Medicaid Managed Care Transition**

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# Vision for NC Medicaid Managed Care

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*“ Improving the health and well-being of North Carolinians through an innovative, whole-person centered and well-coordinated system of care that addresses both medical and non-medical drivers of health.”*

# Common Terminology

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- **NC MEDICAID DIRECT:** the current fee-for-service model where the Department of Health and Human Services reimburses physicians and healthcare providers based on the number of services they provide, or the number of procedures they order.
- **NC MEDICAID MANAGED CARE:** State will contract with insurance companies, called Prepaid Health Plans or PHPs (Health Plans). These insurance companies will be paid a pre-determined set rate per person to provide all services, known as a capitated rate
- **ELIGIBILITY:** refers to whether a person qualifies for Medicaid or NC Health Choice (NCHC). Eligible individuals may need to enroll in a Health Plan.
- **ENROLLMENT:** the process of joining a Health Plan that is responsible for that person's Medicaid health coverage.
- **BENEFICIARY:** a person who is eligible for Medicaid or NCHC.
- **MEMBER:** once a beneficiary enrolls in a Health Plan.
- **STANDARD PLAN:** integrated physical & behavioral health services under NC Medicaid Managed Care.
- **TAILORED PLANS:** specialized plans for members with significant behavioral health needs and intellectual/developmental disabilities. Tailored plans will be coming in 2021.

# What is Medicaid Transformation?

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**Most people will get the same Medicaid services in a new way – through Health Plans**

## What is NC Medicaid Managed Care?

Under NC Medicaid Managed Care, the insurance companies assume all of the risk for the individuals they cover, rather than the state. This also means that beneficiaries can choose a Health Plan.

## Who is Impacted?

Approximately 1.6 million of the current 2.1 million NC Medicaid beneficiaries will transition to NC Medicaid Managed Care. These beneficiaries are referred to as the “crossover population.”

# Medicaid Transformation Focus

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**The Department's focus for Medicaid Transformation is that on Day 1:**

- A person with a scheduled appointment will be seen by their provider
- A person's prescription will be filled by the pharmacist
- A provider enrolled in Medicaid prior to Nov. 1, 2019 will still be enrolled
- A provider is paid for care delivered to members

# Who is Enrolled in NC Medicaid Managed Care?

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NC Medicaid will determine which population beneficiaries fall into and if it is mandatory, exempt or excluded. This determination if beneficiaries must enroll in NC Medicaid Managed Care, should stay in NC Medicaid Direct or can choose.

NC Medicaid will also be responsible for auto-assignment.



## MANDATORY

A majority of beneficiaries will be considered mandatory and must enroll in NC Medicaid Managed Care.



## EXEMPT

Those who have the option to remain in NC Medicaid Direct or transition to NC Managed Care.



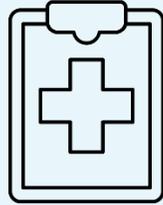
## EXCLUDED

Some will remain in NC Medicaid Direct because of the type of medical services they need. This small number will be excluded from obtaining a Health Plan through NC Medicaid Managed Care.

# The Impact of Managed Care on Beneficiaries

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## What's new?



Can choose a  
Health Plan



Most will be enrolled in  
NC Medicaid Managed Care

## What's staying the same?



Eligibility rules



Services covered



Co-pays (if any)



Report changes to  
local DSS

# Health Plan Benefits

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Network of providers



See the doctor as often as needed



No monthly premiums



24-hour nurse line



Help with referrals

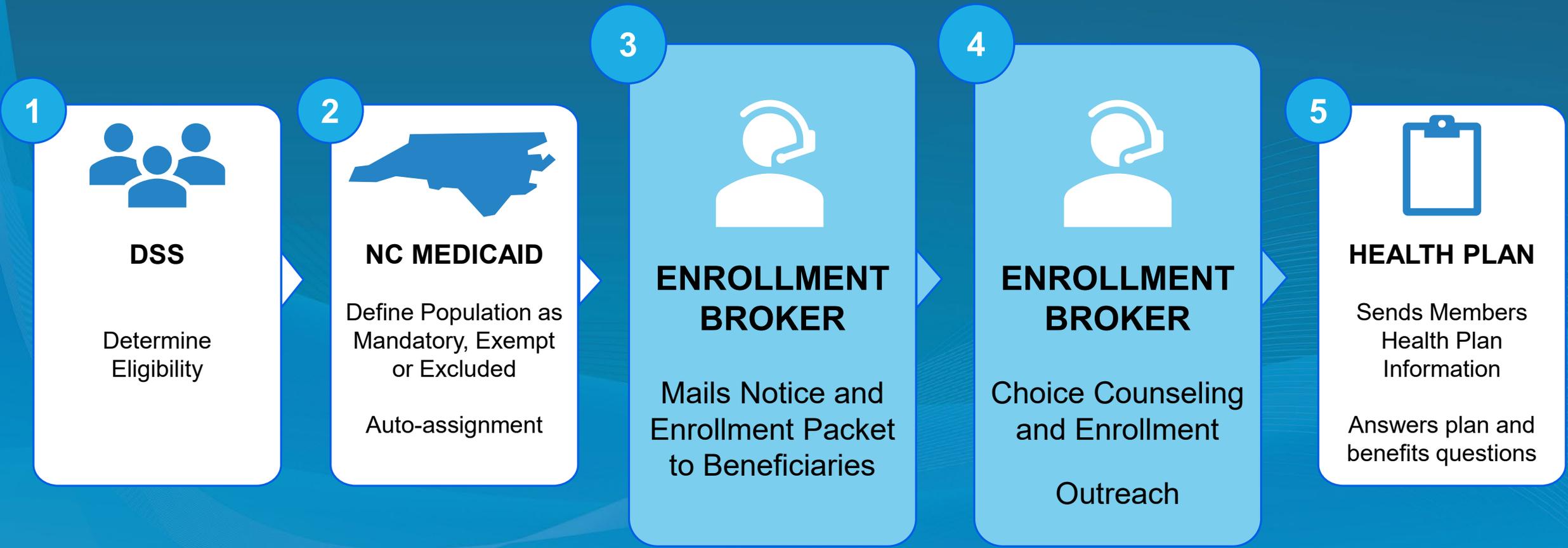
# The Impact of Managed Care on Beneficiaries with Behavioral Health Needs

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Individuals will receive fully integrated whole person care in both standard and tailored plans.

- Both plans will:
  - Cover physical, behavioral health and pharmacy services
  - Contract with behavioral health providers
  - Have behavioral health crisis lines
- Standard plans
  - Most Medicaid population including individuals with mild to moderate behavioral health needs
- Tailored plans
  - Targeted to populations with significant behavioral health conditions
  - Additional services available and only plan to offer current 1915(b)(3), 1915(c) Innovations and traumatic brain injury (TBI) waiver and state-funded services
  - Health home care management model
- LME-MCOs will continue to exist until becoming tailored plans in 2021

# Roles and Responsibilities



# Key Partners and Their Roles

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- **Beneficiaries** are at the center of this process. Partners need to work together to support beneficiaries through this transformation and ongoing.
- **NC Medicaid:** provide Medicaid supervision, oversight of Health Plans and other partners
- **Local DSS:** determine Medicaid eligibility, update beneficiary information, Medicaid case management
- **NC FAST & NCTracks:** these systems will continue to transmit beneficiary information; NC FAST will remain the system of record.
- **Providers:** will contract with the Health Plans; must continue to enroll as an NC Medicaid or NC Health Choice provider
- **Ombudsman:** (\*this program is pending) group that provides information and education for beneficiaries; assist with issue resolution and referrals
- **Enrollment Broker:** unbiased, third party entity to provide enrollment assistance and help choosing a Health Plan; outreach & education to beneficiaries.
- **Community-based Agencies:** disseminate information to help educate the public on changes to Medicaid; provide feedback to DHHS from clients they serve
- **Health Plans:** provide health care and related services to their members

# Health Plan Responsibilities

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## Health Plans will:

- Ensure their Members receive the same services as they did under NC Medicaid Direct
- Provide Non-Emergent Medical Transportation (NEMT) Services for Managed Care Members
- Assist Members with primary care provider (PCP) information and complete PCP Auto-Assignment if no PCP is selected
- Supply NC Medicaid Managed Care Medicaid Card/Replacement Cards
- Conduct Care Needs Screening for Members
- Operate a Call Center/Member Service Lines
- Facilitate Appeals and Grievances
- Provide Health Plan Welcome Packets, including Welcome Letter, Medicaid Card and Member Handbook

# NC Medicaid Managed Care Timeline

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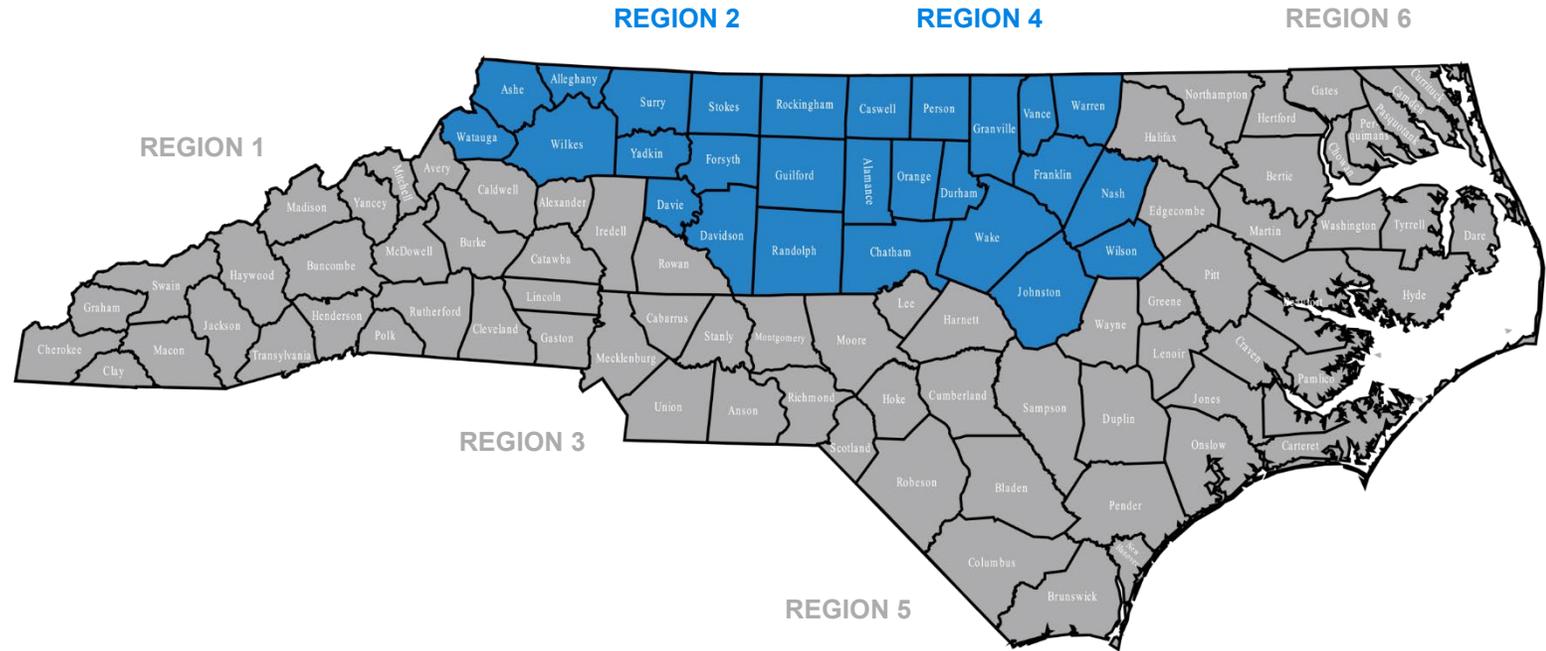
# Phase 1 Counties

## Region 2

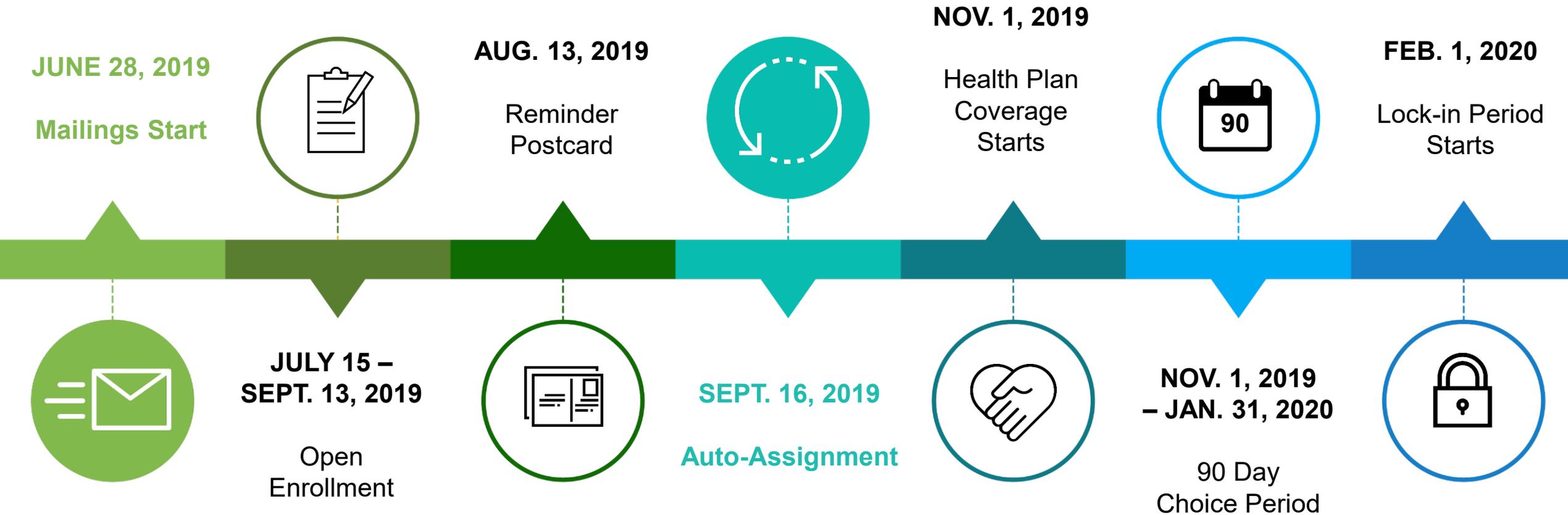
- Alleghany
- Ashe
- Davidson
- Davie
- Forsyth
- Guilford
- Randolph
- Rockingham
- Stokes
- Surry
- Watauga
- Wilkes
- Yadkin

## Region 4

- Alamance
- Caswell
- Chatham
- Durham
- Franklin
- Granville
- Johnston
- Nash
- Orange
- Person
- Vance
- Wake
- Warren
- Wilson



# Phase 1 Timing – Regions 2 and 4



# Phase 2 Counties

## Region 1

Avery  
Buncombe  
Burke  
Caldwell  
Cherokee  
Clay  
Graham  
Haywood  
Henderson  
Jackson  
Macon  
Madison  
McDowell  
Mitchell  
Polk  
Rutherford  
Swain  
Transylvania  
Yancey

## Region 3

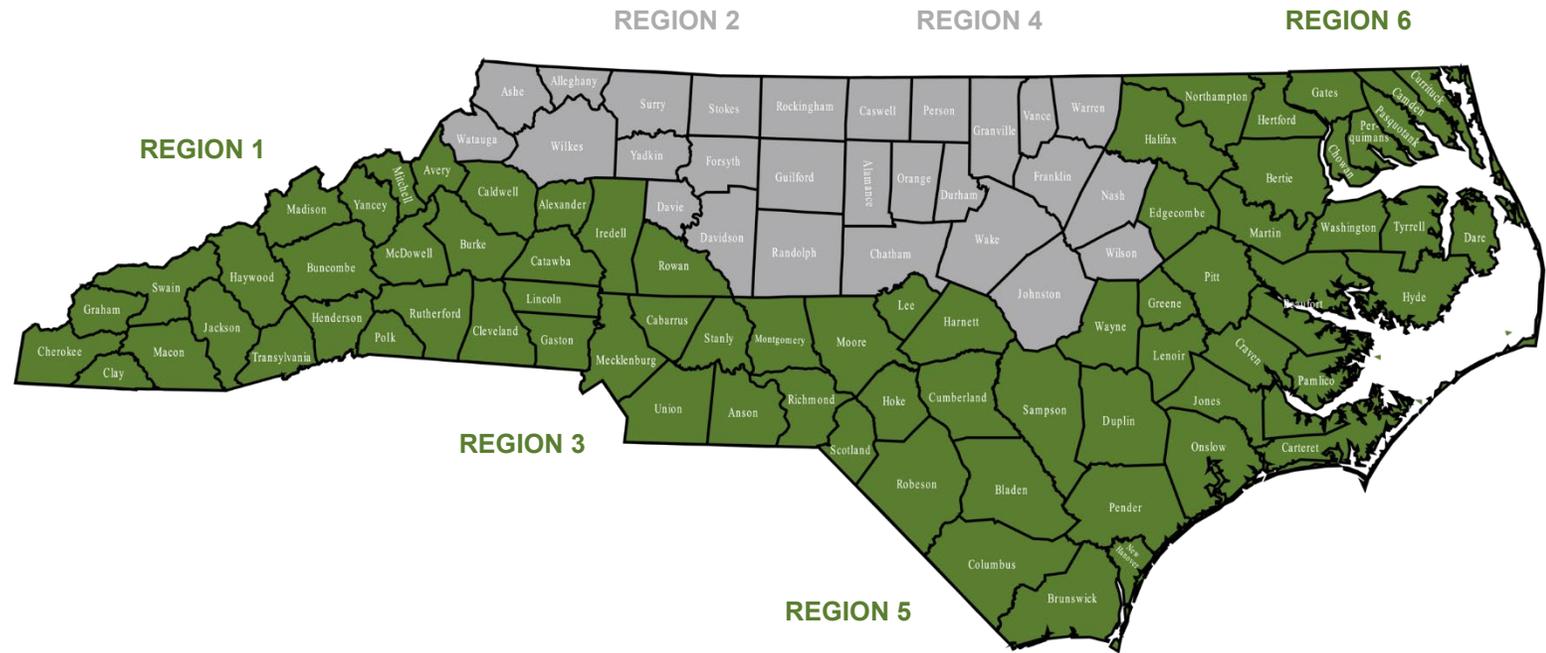
Alexander  
Anson  
Cabarrus  
Catawba  
Cleveland  
Gaston  
Iredell  
Lincoln  
Mecklenburg  
Rowan  
Stanly  
Union

## Region 5

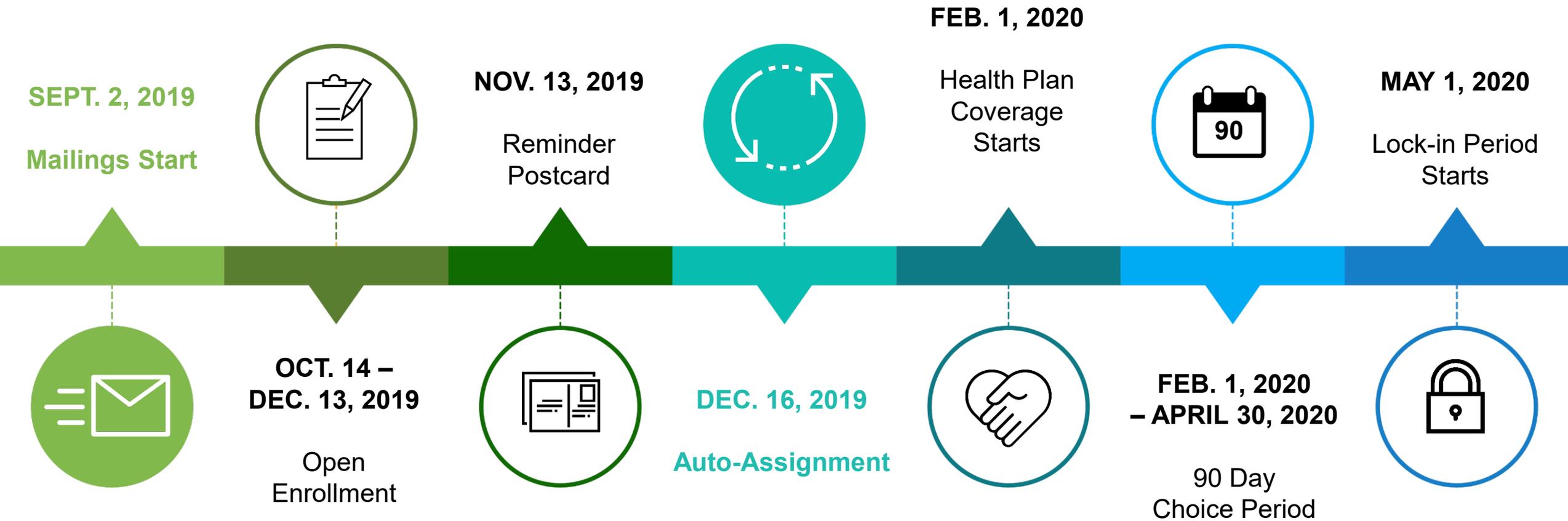
Bladen  
Brunswick  
Columbus  
Cumberland  
Harnett  
Hoke  
Lee  
Montgomery  
Moore  
New Hanover  
Pender  
Richmond  
Robeson  
Sampson  
Scotland

## Region 6

Beaufort  
Bertie  
Camden  
Carteret  
Chowan  
Craven  
Currituck  
Dare  
Duplin  
Edgecombe  
Gates  
Greene  
Halifax  
Hertford  
Hyde  
Jones  
Lenoir  
Martin  
Northampton  
Onslow  
Pamlico  
Pasquotank  
Perquimans  
Pitt  
Tyrrell  
Washington  
Wayne



# Phase 2 Timing: Regions 1, 3, 5 and 6



# Working with the Enrollment Broker

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# About the Enrollment Broker

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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.

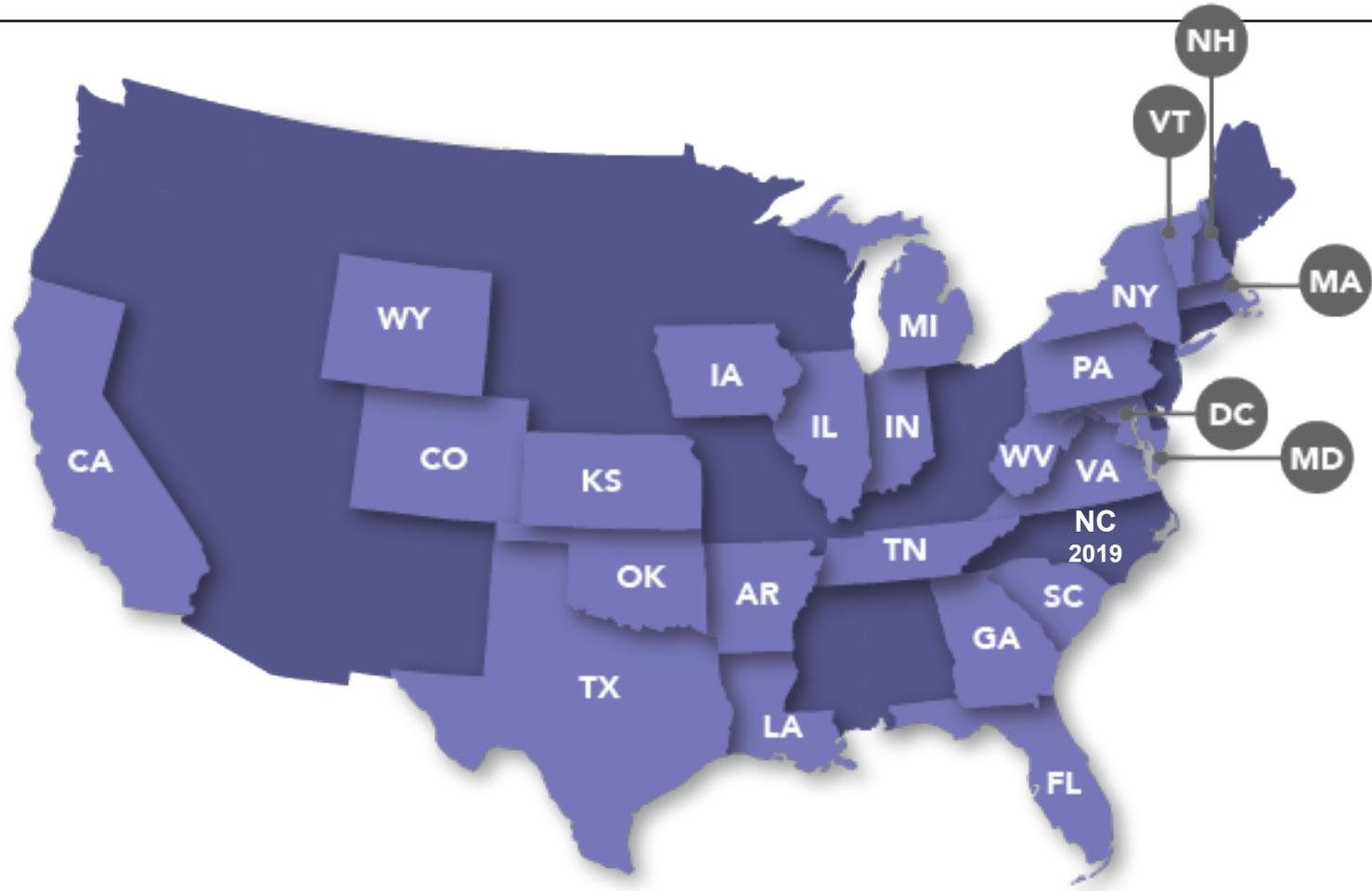
***“ An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare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

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

# The Largest Medicaid Administrative Services Provider

**70%**

market share of  
Medicaid managed care



# Enrollment Broker Services in North Carolina

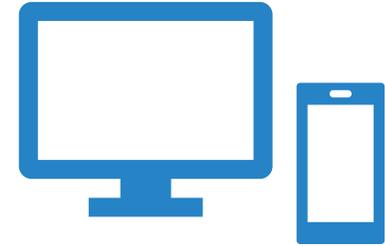
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Communications hub



Outreach and education



Website and mobile app



Partnering with DSS  
and local organizations



Choice counseling



Enrollment

# Choice Counseling

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Delivering information and assistance effectively to consumers

- Provide unbiased, culturally competent choice counseling services to beneficiaries
- Simplify the application and enrollment process so it's easy for consumers to understand, and satisfy program requirements
- Achieve improved voluntary choice rates for better health outcomes



Trained customer  
service team



Responsive and  
empathetic



6th grade level  
of health literacy

# Enrollment Assistance

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Streamlining the decision making and enrollment process

- Communicate with consumers on their preferred channels – whether by web, phone, email, text and mobile app
- Proactively engage beneficiaries at critical points to ensure they enroll as necessary



Multichannel  
including mobile



Self-service

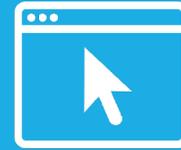


60% of consumers  
don't understand  
their benefits

# Options for Beneficiaries

1. Direct them to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to learn more
2. Direct them to [ncmedicaidplans.gov](https://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

## CHANNELS FOR ENROLLMENT



Enrollment  
Services  
Website



Mobile App



Web Chat



Enrollment  
Specialist

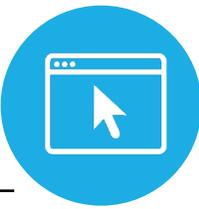


TTY



Mail/Fax

# Website: [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

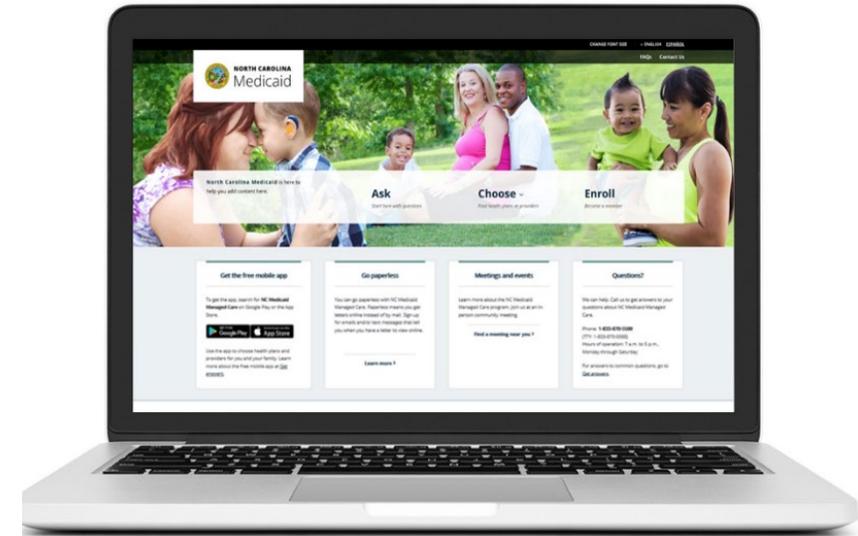


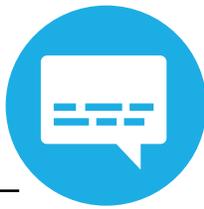
The NC Medicaid Managed Care website provides an integrated experience for beneficiaries to manage their enrollment needs. This is a great resource to direct beneficiaries to for questions about enrollment. The website includes the following tools and information:

- Health plan comparison charts and lists of benefits
- Provider network search capability
- Program information, brochures and enrollment forms (as downloadable PDFs)
- Questions and answers
- List of events in their county

Available in English and Spanish, it can be accessed at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

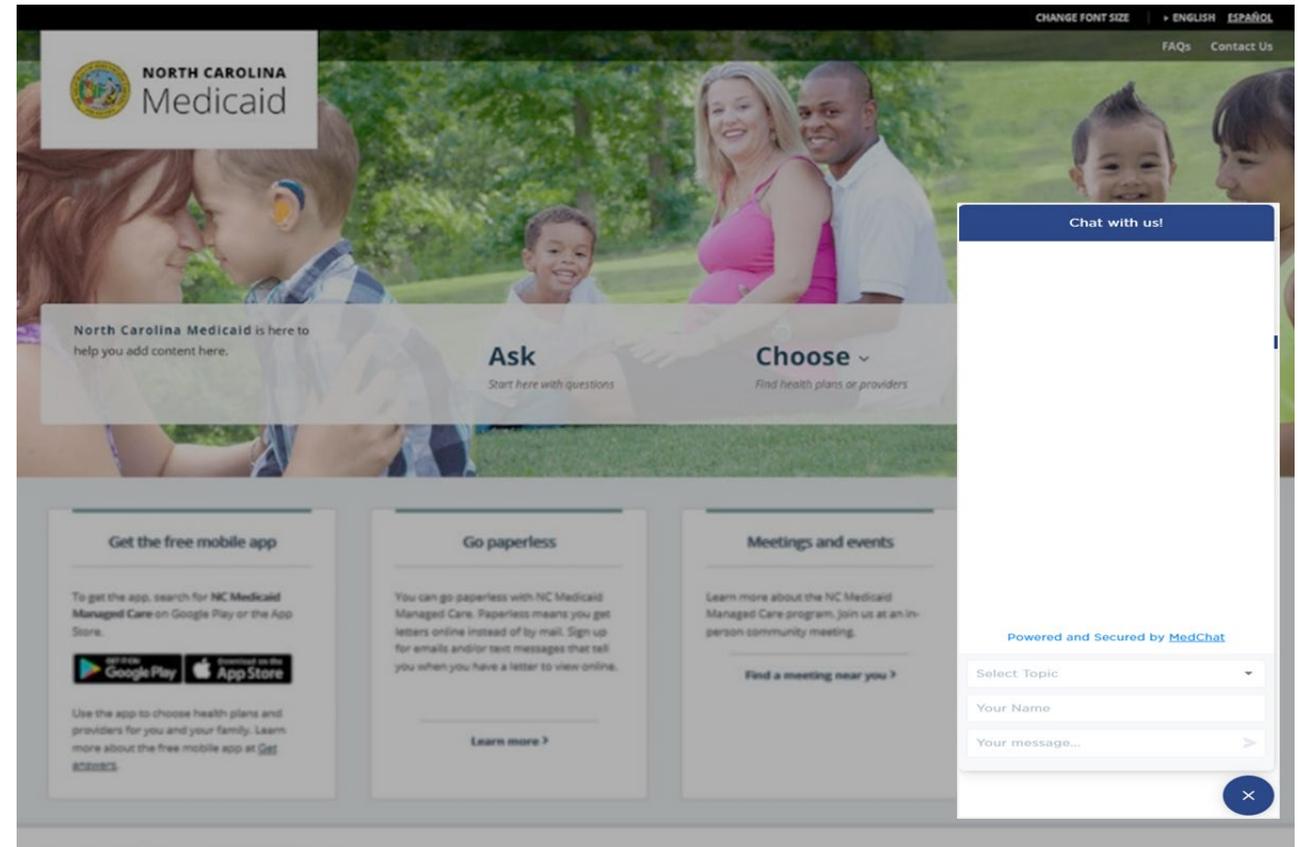
Enrollment Specialists are available via a chat tool to answer questions.





# Web Chat

- Web chat service is available via a secure web portal
- Web chat adds an online alternative for real-time assistance for users
- Members can begin a web chat conversation from any page on the website via the “Chat with Us!” button
- Web chat is also compatible with iOS and Android operating systems for mobile users
- Enrollment Specialists will provide chat assistance, answering questions and directing members to appropriate pages of the website to learn more



# NC Medicaid Managed Care Mobile App

## Multilingual

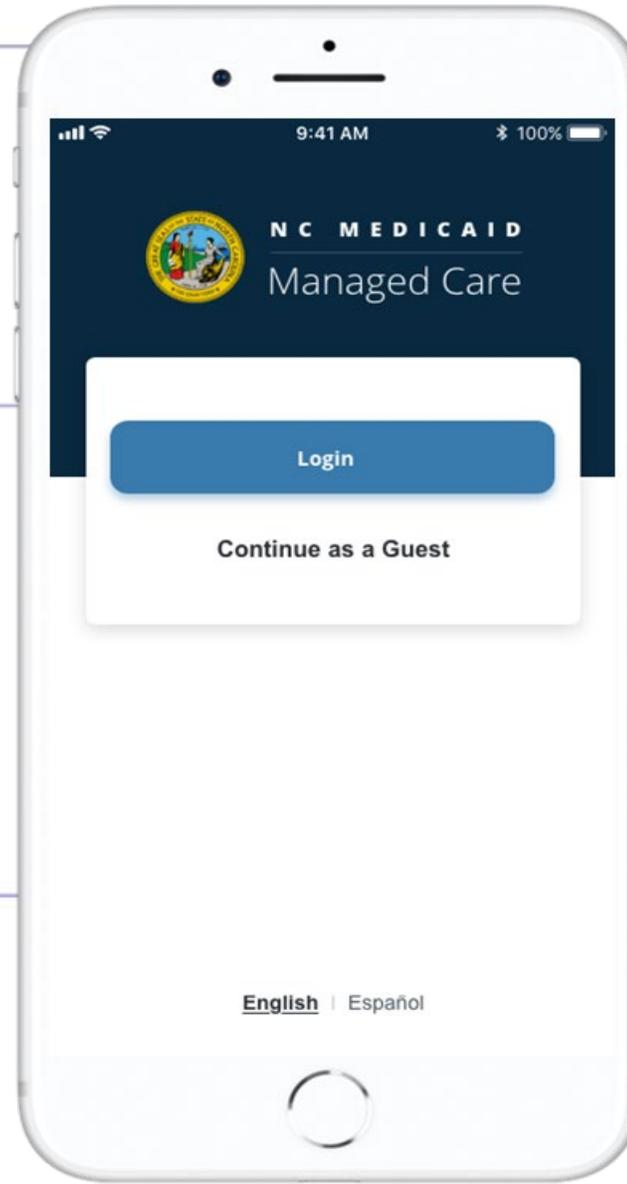
In English or Spanish, beneficiaries can authenticate, view their enrollment status and enroll by choosing a Medicaid provider and health plan.

## Realtime Data

The data-driven mobile app presents information and options specifically matched to each beneficiary's Medicaid case. This allows individuals to quickly enroll with the same provider and health plan or to choose providers and health plans that are right for their different needs.

## Plan Comparison

Beneficiaries can easily compare health plans to enable informed coverage decisions. They can view health plan descriptions, ratings by independent reviewers and accreditations.



## Profile Access

Logged-in users can review and edit their profile information, helping to maintain accurate and up-to-date beneficiary information.

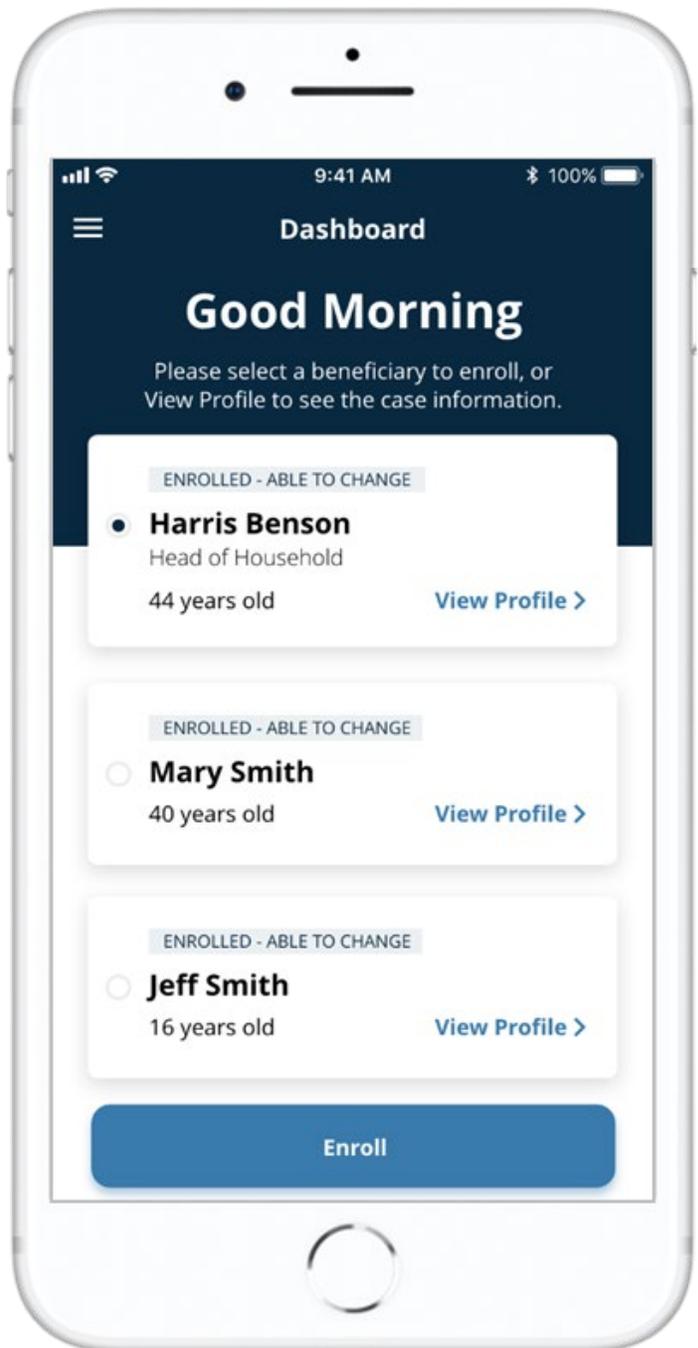
## FAQs / Help

Beneficiaries can access built-in help features, frequently asked questions and tutorial screens for ease of use. For additional assistance, contact information is provided for the call center, including easy to tap buttons to call instantly.

## Provider Search

Beneficiaries can easily search providers by name, city, county, zip code, provider languages, provider gender, clinic name, specialty or affiliated hospital. Provider listings also include the plans they support.





# App Features

- The mobile app allows for seamless connection and interaction with beneficiaries
- With the app, the Head of Household can:
  - View all case contact information
  - Alter some case contact information
  - View all member enrollment information
  - Alter all member enrollment information



**EXTENDED HOURS  
DURING OPEN  
ENROLLMENT:  
7 a.m. – 8 p.m.  
7 days a week**

**ALL OTHER TIMES:  
Monday – Saturday,  
7 a.m. – 5 p.m.**

# Enrollment Call Center



Enrollment Specialists are available at the call center for support. Beneficiaries can call toll free: 1-833-870-5500.

We are available to:

- Provide choice counseling
- Support search for preferred PCP
- Compare Health Plan services
- Enroll members in selected Health Plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Receive warm transfers
- Provide support for the website and mobile app
- Provide assistance for deaf, blind and non-English speaking beneficiaries

# Outreach and Education

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Ensuring a seamless and streamlined beneficiary experience, the Enrollment Broker will:

- Partner with North Carolina's county DSS offices and community organizations to provide managed care training
- Provide member materials that are understandable and accessible
- Conduct outreach services that meet consumer's cultural and behavioral expectations



In-person services,  
group presentations,  
enrollment events  
and health fairs



Distribution of  
information and  
educational materials



Training

# Outreach Events: Home Page

**NCDHHS**  
NC Medicaid  
Division of Health Benefits

CHANGE TEXT SIZE | ENGLISH ESPAÑOL

Contacts and links | Get answers | Words to know | Member resources

**NC Medicaid Managed Care** is here to help you choose the best providers and health plans for you and your family.

**Learn** *Learn about NC Medicaid Managed Care*

**Choose** *Find providers and health plans*

**Enroll** *Choose a provider and join a health plan*

**Get the free mobile app**

To get the app, search for **NC Medicaid Managed Care** on Google Play or the App Store.

Use the app to choose providers and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

**Go paperless**

You can go paperless with NC Medicaid Managed Care. Paperless means you get letters online instead of by mail. Sign up for emails or text messages that tell you when you have a letter to view online.

[Learn more >](#)

**Meetings and events**

Learn more about NC Medicaid Managed Care. Join us at a community meeting in person.

[Find a meeting near you >](#)

**Questions?**

We can help. Call us to get answers to your questions about NC Medicaid Managed Care.

Phone: **1-833-870-5500**  
(TTY: 1-833-870-5588)  
Hours of operation: 7 a.m. to 8 p.m., seven (7) days a week

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

Contact us | Non-discrimination | Site map | Privacy Policy

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# Partner Engagement & Member Outreach

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## Partner Engagement Events



### Types of Events:

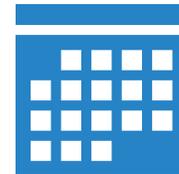
- Onboarding sessions
- Cross-functional trainings
- Monthly webinars
- Readiness



### 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.

# Outreach Materials

## POSTER

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

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. You will also choose a primary care provider (PCP).

### WHAT YOU NEED TO DO

- Choose a primary care provider (PCP):** To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- 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. Learn more: [ncmedicaidplans.gov/choose/compareplans](http://ncmedicaidplans.gov/choose/compareplans)
- Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://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

### IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- 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)

\*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabernus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Halifax, Iredell, Leno, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

MEDICAID EB TRANS ENG 19017

## FACT SHEET

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

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

- 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](http://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.
- 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	AmeriHealth Caritas
UnitedHealthcare Community Plan	Carolina Complete Health*
HealthyBlue	

\*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabernus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Halifax, Iredell, Leno, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

To learn more about the health plans, visit [ncmedicaidplans.gov](http://ncmedicaidplans.gov). If you do not choose a health plan, one will be chosen for you.
- Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://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.

### IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://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](http://ncmedicaidplans.gov/choose/compareplans)

MEDICAID EB TRANS ENG 19017

## Q&A

**GET ANSWERS**

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

### What is NC Medicaid Managed Care?

NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care providers. Each plan has its own network of qualified doctors and health care providers. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

### What is NC Medicaid Direct?

Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call 1-888-245-0179.

### Is Medicaid eligibility changing?

No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss).

### What is a primary care provider (PCP)?

Your PCP is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

### What is a health plan?

A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need.

### Do I have to choose a health plan?

It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to [Who must enroll in NC Medicaid Managed Care? at ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care](http://Who must enroll in NC Medicaid Managed Care? at ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care). If you still have questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

## PALM CARD

**NC MEDICAID IS CHANGING**

You have a choice of health plans

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP)
- Choose a health plan
- Enroll:
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
  - Fill out and fax back

THIS IS NOT YOUR MEDICAID CARD

**QUESTIONS?**

- About eligibility:** Contact your local Department of Social Services (DSS) office: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is free.
- About your benefits:** Call your health plan.
 

<a href="http://ncmedicaidplans.gov/choose/compareplans">ncmedicaidplans.gov/choose/compareplans</a>	
WellCare	1-866-799-5318
UnitedHealthcare Community Plan	1-800-349-1855
HealthyBlue	1-844-594-5070
AmeriHealth Caritas	1-855-375-8811
Carolina Complete Health*	1-833-552-3876

\*Not offered in all counties

MEDICAID EB TRANS ENG 19017

## FLYER

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

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. You will also choose a primary care provider (PCP).

**WHAT YOU NEED TO DO**

- 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.
- 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/compareplans](http://ncmedicaidplans.gov/choose/compareplans)
- Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://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

**IF YOU HAVE MORE QUESTIONS**

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) (chat feature available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health plan or benefits:** Call your health plan. Find contact information here: [ncmedicaidplans.gov/choose/compareplans](http://ncmedicaidplans.gov/choose/compareplans)

MEDICAID EB TRANS ENG 19017

Download at: [medicaid.ncdhhs.gov/county-playbook-medicicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicicaid-managed-care)

# Introductory Video

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## The NC Medicaid Managed Care Introductory Video addresses:

- What is a primary care provider (PCP)
- What is a Health Plan
- The Health Plans available
- What beneficiaries need to do
- What happens after beneficiaries enroll
- The phases for enrollment and key dates
- How to get answers to additional questions



# Enrollment Packet: Sample Transition Notice



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

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

## There will be a new way to get Medicaid health care

Starting **November 1, 2019**, most people will get the same Medicaid services in a new way – through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health, and medicine. Some health plans provide added services like programs to help you quit smoking.

## Some things will stay the same

Medicaid eligibility rules are not changing.

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

Patricia A. Jones	Medicaid ID: XXX-XX-XXXX
Rodney M. Jones	Medicaid ID: XXX-XX-XXXX

More on back ►

MEDICAID TRANS ENG 190508

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

1

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

## There are 3 steps to enroll:

### ① Choose a primary care provider (PCP) for these members

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can choose a new PCP.
- You can choose a different PCP for each member.
- Remember, health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

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

- If you want to keep your provider as your PCP, choose a health plan your primary care provider works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

### ③ Enroll in one of these ways

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

More on next page ►

[ncmedicaidplans.gov](http://ncmedicaidplans.gov) | **1-833-870-5500** (TTY: 1-833-870-5588)

2

## We will choose a health plan for you if you don't choose by September 13, 2019

It's better if you choose because you know your health care needs best.

## If you decide later that you want to change your health plan

You will be able to change your health plan until **January 31, 2020**.

After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at 1-833-870-5500 (TTY: 1-833-870-5588).

## What happens next

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

**You can start using your new health plan on November 1, 2019. Until then, get care and services the way you do now.**

## Questions?

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.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 8 p.m., 7 days a week. After September 13, 2019 we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us 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**.

3

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Sample Mandatory Notice

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

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

**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 dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	Wellcare <b>November 1, 2019</b> 1-866-799-5138	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 918 -855-6200
Sally A. Jones 254-32-8291	HealthyBlue <b>November 1, 2019</b> 1-844-594-5070	No PCP chosen. Please choose a PCP

**If you want to keep your health plan**

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

**If you want to change your health plan, choose a new plan by January 31, 2020**

All plans are required to have the same Medicaid services. Some plans provide added services like programs to help you quit smoking. To learn more about the plans and the services they offer:

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

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

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

To change your plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the NC Medicaid mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588)

**If you change your health plan before October 31, 2019, the new plan will start on November 1, 2019**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

**If you don't change your health plan by January 31, 2020**

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov).

We will send you another letter telling you when you can choose a new health plan without a special reason.

**Choose your primary care provider**

You need to choose a primary care provider (PCP). Your PCP is your family doctor, clinic or other health care provider. To choose the PCP you want, call your health plan at the number on your ID card. If you don't choose a PCP, your health plan will choose one for you.

**If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder**

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

**Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

[ncmedicaidplans.gov](http://ncmedicaidplans.gov) | **1-833-870-5500** (TTY: 1-833-870-5588)

2

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Sample Excluded Notice

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

Questions? Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).  
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),  
7 a.m. to 5 p.m., Monday through Saturday.  
We can speak with you in other languages.

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

**You are now 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 Patricia A. Jones is in the Family Planning Program.

Name / ID Number	Health Care Services / Start Date
Patricia A. Jones 123-45-6789	NC Medicaid Direct December 1, 2019

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 to your visit.

**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 **1-888-245-0179**. We can also tell you about community services you may be able to get.

**Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.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

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

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Sample Exempt Notice

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

**You now have more choices**

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new plan at any time. If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because of the services they need.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	Wellcare <b>November 1, 2019</b> 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh NC 27699 919-855-6200

**Do you want to change to NC Medicaid Direct?**

- If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder you may want to change to NC Medicaid Direct.
- To learn more or to change to NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588). You do not need to send an enrollment form.

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 1-833-870-5588)

1

**If you want to keep your NC Medicaid Managed Care health plan**  
You do not have to do anything if you want to keep the health plan listed above.

**If you want to stay in NC Medicaid Managed Care, but want to change your health plan**

You can choose a new plan at any time. To learn about the plans and the services they offer:

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). You can change your plan at any time.

**If you change your health plan before October 31, 2019, the new plan will start on November 1, 2019**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

**Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,  
NC Medicaid Team

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 1-833-870-5588)

2

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Informational Flyer

 In NC Medicaid Managed Care, you choose a doctor for most of your Medicaid-covered services. You also choose a health plan that is right for you. All plans offer the same Medicaid services you have today. Each plan offers added services.

**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: 1-833-870-5558)
- Find a list of doctors and other specialists for each plan at [ncmedicaidplans.gov](http://ncmedicaidplans.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 [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to [ncmedicaidplans.gov](http://ncmedicaidplans.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 [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the plan have? To see each plan's added services, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app. Or read the Health Plan Comparison Chart that came with this welcome packet.

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

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Fill out the enrollment form and mail it in the envelope that came with this welcome packet. Or fax it to 1-833-898-9655.

MEDICAID ENR-1907-0008-000008

**Questions and answers**

**Who must choose a health plan?**  
Most people in NC Medicaid must choose a health plan in the NC Medicaid Managed Care program. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan. To find out which group you are in, read the letter that came with this welcome packet. To learn more about NC Medicaid Direct, go to [ncmedicaidplans.gov/learn/get-answers](http://ncmedicaidplans.gov/learn/get-answers).

**What is a health plan?**  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health services you need.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. To see the full list of NC Medicaid covered services provided by the plans, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy.

**What is a primary care provider (PCP)?**  
Your PCP is your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**Can I keep my doctor as my PCP?**  
Yes, if your doctor is in the health plan you choose. Ask your doctor what health plans they are in. Or, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.

**Will I lose any services?**  
No. You will not lose any services. Some plans have added services.

**What if I have more questions?**  
We can help!  
Call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. 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.**

<b>ATTENTION:</b> For free interpreter services, call <b>1-833-870-5500</b> (TTY: 1-833-870-5588).	<b>Español (Spanish)</b> ATENCIÓN: Para servicios gratuitos de intérprete, llame al <b>1-833-870-5500</b> (Número de TTY: 1-833-870-5588).	<b>繁體中文 (Chinese)</b> 注意：如需免費的譯員服務，請撥打 <b>1-833-870-5500</b> (TTY: 1-833-870-5588)。
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NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Enrollment Form

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

## 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. Online at [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
2. Use the NC Medicaid Managed Care mobile app
3. Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
4. Fill out this form and mail it to us in the envelope provided. Or fax it to 1-833-898-9655.

★ If you are enrolled in NC Medicaid Direct, you do not have to choose a health plan.

**Person 1** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

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 (put an X in the box).

**Person 2** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

PCP's address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Choose one health plan (put an X in the box).

**Person 3** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

PCP's address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Choose one health plan (put an X in the box).

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. 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**.

MEDICAID EN ESPAÑOL: FORMA DE INSCRIPCIÓN EN UN PLAN

**Person 4** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

PCP's address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Choose one health plan (put an X in the box).

**Person 5** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

PCP's address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Choose one health plan (put an X in the box).

**Person 6** ID Number: \_\_\_\_\_

▶ Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name \_\_\_\_\_ PCP's phone number (optional) \_\_\_\_\_  
( )

PCP's address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Choose one health plan (put an X in the box).

**Sign and date**

▶ Head of household or guardian sign here \_\_\_\_\_ Date \_\_\_\_\_

▶ Authorized representative If you are an authorized representative for this household, fill out this section and sign below.

Name of authorized representative \_\_\_\_\_ Phone number \_\_\_\_\_  
( )

Address (street, city, state, ZIP Code) \_\_\_\_\_

▶ Authorized representative sign here \_\_\_\_\_ Date \_\_\_\_\_

2

Download at: [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Comparison Chart

PHASE 1



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

## 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 plans, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Use this chart to learn more about your plan choices.

 Beyond Healthcare. A Better You.	 Community Plan		 North Carolina
<p><b>1-866-799-5318</b> TTY 711 <a href="http://wellcare.com/nc">wellcare.com/nc</a></p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p><b>1-800-349-1855</b> TTY 711 <a href="http://uhcommunityplan.com/nc.html">uhcommunityplan.com/nc.html</a></p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p><b>1-844-594-5070</b> TTY 711 <a href="http://HealthyBlueNC.com">HealthyBlueNC.com</a></p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p><b>1-855-375-8811</b> TTY 1-866-209-6421 <a href="http://amerihealthcaritasnc.com">amerihealthcaritasnc.com</a></p> <p>24 hours a day, 7 days a week</p> <p>Statewide (all 100 counties)</p>
			

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). 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](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Comparison Chart

PHASE 2



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

## Health Plan Comparison Chart (Phase 2)

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 [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Use this chart to learn more about your health plan choices.

WellCare <small>Beyond Healthcare. A Better You.</small>	UnitedHealthcare <small>Community Plan</small>	HealthyBlue	AmeriHealth Caritas <small>North Carolina</small>	carolina <small>complete health</small>
<p><b>1-866-799-5318</b> TTY 711 <a href="http://wellcare.com/nc">wellcare.com/nc</a> 7 a.m. to 6 p.m., Monday through Saturday</p>  <p><b>Statewide</b> (all 100 counties)</p>	<p><b>1-800-349-1855</b> TTY 711 <a href="http://uhcommunityplan.com/nc">uhcommunityplan.com/nc</a> 7 a.m. to 6 p.m., Monday through Saturday</p>  <p><b>Statewide</b> (all 100 counties)</p>	<p><b>1-844-594-5070</b> TTY 711 <a href="http://healthybluenc.com">healthybluenc.com</a> 7 a.m. to 6 p.m., Monday through Saturday</p>  <p><b>Statewide</b> (all 100 counties)</p>	<p><b>1-855-375-8811</b> TTY 1-866-209-6421 <a href="http://amerihealthcaritasnc.com">amerihealthcaritasnc.com</a> 24 hours a day, 7 days a week</p>  <p><b>Statewide</b> (all 100 counties)</p>	<p><b>1-833-552-3876</b> TTY 711 or 1-800-735-2962 <a href="http://carolinacompletehealth.com">carolinacompletehealth.com</a> 7 a.m. to 6 p.m., Monday through Saturday</p>  <p><b>Only available in these counties:</b> Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Hamett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union</p>

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.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](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)



# Reminder Postcard



**It's time to choose  
a health plan!**



NC DEPARTMENT OF  
**HEALTH AND  
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Division of Health Benefits

## **Choose a health plan by [Date]**

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 [ncmedicaidplans.gov](http://ncmedicaidplans.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

### **Questions?**

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

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Division of Health Benefits

# Key Takeaways

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# How Members Enroll

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There are several ways that members can enroll. Online and mobile app are recommended.



## ONLINE

Enroll using a computer by going to [ncmedicaidplans.gov](http://ncmedicaidplans.gov), where they can also chat with an Enrollment Specialist



## MOBILE APP

Available on Android or iPhone  
To get the free app, members should search for NC Medicaid Managed Care in Google Play or the App Store



## CALL

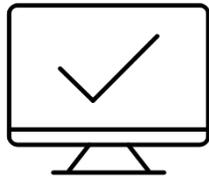
Enroll by speaking with an Enrollment Specialist via phone at 1-833-870-5500 (the call is free)  
Language lines are available.  
TTY 1-833-870-5588



## MAIL

Mail completed form to NC Medicaid Enrollment Broker  
P.O. Box 613  
Morrisville, NC 27560  
Or fax the completed form to 1-833-898-9655

# For More Information



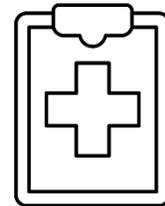
## **ABOUT ELIGIBILITY**

Contact their local DSS  
Find contact information  
at [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss)



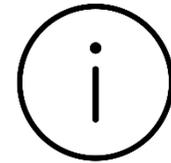
## **ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS**

Call the Medicaid Contact  
Center toll free:  
1-888-245-0179



## **ABOUT CHOOSING A PLAN OR PCP AND ENROLLING**

Go to  
[ncmedicaidplans.gov](https://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 MANAGED CARE PLAN OR BENEFITS**

Call their Health Plan

# Health Plan Contact Information

Health Plan	Website	Phone
	<a href="http://www.WellCare.com/nc"><u>www.WellCare.com/nc</u></a>	1-866-799-5318 (TTY: 711)
	<a href="http://www.UHCCommunityPlan.com/NC.html"><u>www.UHCCommunityPlan.com/NC.html</u></a>	1-800-349-1855 (TTY: 711)
	<a href="http://www.HealthyBlueNC.com"><u>www.HealthyBlueNC.com</u></a>	1-844-594-5070 (TTY: 711)
	<a href="http://www.AmeriHealthCaritasNC.com"><u>www.AmeriHealthCaritasNC.com</u></a>	1-855-375-8811 (TTY: 1-866-209-6421)
	<a href="http://www.CarolinaCompleteHealth.com"><u>www.CarolinaCompleteHealth.com</u></a>	1-833-552-3876 (TTY: 711 or 1-833-552-2962)

*Carolina Complete Health will be available in Phase 2 starting on October 14, 2019. It will only be offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union*

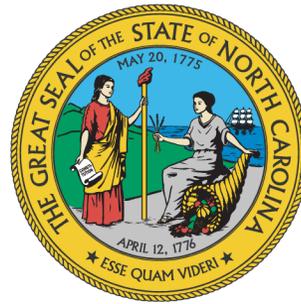
# Questions?

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# Thank you!

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NC DEPARTMENT OF  
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Division of Health Benefits

# Thank you

Thank you for attending today's webinar.

As a reminder, we will email a link to the webinar slides and recording to all attendees.

You can also find the webinar posted online on the Medicaid Transformation page:

<https://www.ncdhhs.gov/assistance/medicaid-transformation>