



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

1 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.

2 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

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

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 (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)

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