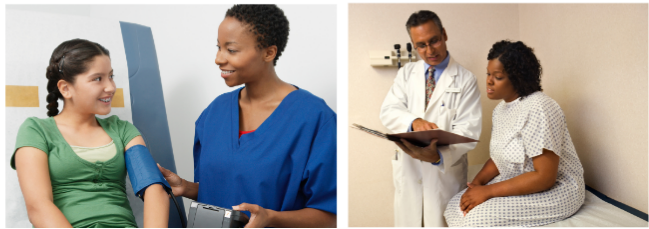




Important Changes Coming to NC Medicaid



Updated Feb. 2021

Private health plans will start managing care for most people with Medicaid and NC Health Choice (CHIP) coverage. Here are four important things you need to know.

- 1 There is no change to who can get Medicaid, and the same services will continue to be covered. However, which doctors you can go to will be limited, and your health plan will decide whether to approve some services your doctor requests.
- 2 Most people will have to choose a health plan and a doctor with that plan. If you don't, Medicaid will choose a health plan and doctor for you.
- 3 People who have serious mental illness or developmental disabilities, persons who have Medicare, persons in a Medicaid waiver program, and some others do not have to choose a health plan.
- 4 Enrollment will run from March 15 through May 14, and coverage under the new health plans will begin July 1, 2021.

What are Your Rights Under Managed Care?

- **Get information in your preferred language** from NC Medicaid and health care services.
- **Switch plans** for any reason within 90 days of coverage starting with the first plan, or for a good reason at any time.
- **Request not to enroll in Managed Care** and appeal if the request is denied.
- **Get out-of-network care** if medically necessary services are not available from the health plan's network.
- **Have no interruption of care** when moving in or out of managed care or between plans.
- **Appeal** if your health plan denies, reduces, or stops coverage for health care you need.
- **Contact the NC Medicaid Ombudsman** beginning April 15, 2021 at 877-201-3750 if you experience any problems.

What Do I Need to Do?

- Make sure your local Department of Social Services (DSS) has your current mailing address, phone number, and email address so you receive all important notices about this change.
- Get free advice over the phone from NC Medicaid about whether you have to enroll and if so, learn which plan is best for you and your family. You can contact NC Medicaid at **1-833-87-5500** (TTY: 1-833-870-5588) or **ncmedicaidplans.gov**.
- Look for a letter telling you whether you have to enroll in a health plan.
- Starting April 15, 2021, you can also contact the **NC Medicaid Ombudsman** if you need more information or assistance at 877-201-3750 or NCMedicaidOmbudsman.org.

Disagree with a Decision Related to Your Medicaid?

Get **free legal assistance** by contacting one of the following organizations:

Disability Rights NC

(Statewide for persons with disabilities)

1-877-235-4210 | www.disabilityrightsn.org

Legal Aid of NC

(Statewide except counties served by Charlotte and Pisgah Legal groups below)

1-866-219-LANC (5262) | www.legalaidnc.org

Charlotte Center for Legal Advocacy

(Cabarrus, Mecklenburg, and Union counties)

1-980-265-3712 | www.charlottelegaladvocacy.org

Pisgah Legal Services

(Avery, Buncombe, Henderson, Macon, Madison, Mitchell, Polk, Rutherford, Transylvania, and Yancey counties)

1-800-489-6144 | www.pisgahlegal.org



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