

Important Facts About The Affordable Care Act

What Social Services Employees Can and Cannot Do

We can help you apply for any traditional benefit offered by the state of NC, including Medicaid or NC Health Choice. Since NC did not expand Medicaid coverage, the requirements for this program have not changed. Medicaid for adults who meet income guidelines – and who are not blind, disabled, and/or elderly – may be limited to family planning services.

You may apply for Food Assistance, Medicaid or NC Health Choice through the state's new online portal, <https://epass.nc.gov>, or in person at Social Services.

We cannot provide guidance in how to interpret information, help submit applications, or discuss the tax subsidies associated with the ACA Insurance Marketplace. However, agents for Blue Cross Blue Shield or Coventry will be able to assist you. They are the approved Federal Marketplace providers in NC.

To apply for health insurance through the Federal Marketplace, go to www.healthcare.gov (En Español: CuidadoDeSalud.gov). You may also call 1-800-318-2596. If you are deaf or hard-of-hearing, you may use the TTY line at 1-855-889-4325.

Kiosks will be available in our lobby to allow you to access the Federal Marketplace website as well as the state's Medicaid application website.

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To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy