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).

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Health Benefits

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 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.

2 **Choose 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. There are several health plans to choose from. Learn more: **ncmedicaidplans.gov/find/viewhealthplans**

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 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 benefits:** Call your health plan. Find contact information here: **ncmedicaidplans.gov/find/viewhealthplans**