

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 health plan. To find out which group you are in, read the letter that came with this enrollment packet. To learn more about NC Medicaid Direct, go to 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 medical and behavioral 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 health plans, go to 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 or use the mobile app.

Will I lose any services?

Most people will not lose any services. All health plans must offer the same basic behavioral health services. But, some services are only offered through NC Medicaid Direct. To learn more, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

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

ATTENTION: For free interpreter services, call **1-833-870-5500** (TTY: 1-833-870-5588).

Español (Spanish)
ATENCIÓN: Para servicios gratuitos de intérprete, llame al **1-833-870-5500** (Número de TTY: 1-833-870-5588).

繁體中文 (Chinese)
注意: 如需免費的譯員服務, 請撥打 **1-833-870-5500** (TTY: 1-833-870-5588).

What if I have more questions?

We can help!
Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
The call is free.
We can speak with you in other languages.

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

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 health plans offer the same Medicaid services you have today. Each health 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 health plans they work with. Then choose one of those health plans.

Here are three ways you can find out which health 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 health plan at 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 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 or use the mobile app.



Step 2: Choose a health plan

Choose a health plan your PCP is in. Use these questions to help you choose the best health 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 or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the health plan have? To see each health plan's added services, go to ncmedicaidplans.gov or use the mobile app. Or read the Health Plan Choice Guide that came with this enrollment packet.



Step 3: Enroll in one of these ways

- Go to 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 enrollment packet. Or fax it to 1-833-898-9655.