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## Department of Social Services

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### PRESS RELEASE

#### NC Medicaid Managed Care Suspended

On November 19, 2019, the Department of Health and Human Services (DHHS) announced the suspension of Medicaid Managed Care that was scheduled to go live February 1, 2020. The suspension is until further notice.

Medicaid beneficiaries will continue to receive services in the same way that they do now. According to DHHS; *“You do not need to choose a health plan today because the State's move to Managed Care is on hold. The State will tell you when Managed Care restarts and when you will need to choose a health plan. At this time, you will keep getting your Medicaid coverage and health services from the State the way you do now. You will keep the primary care provider (PCP) you have now. You will get a letter in the mail. It will confirm that you will keep the Medicaid coverage you have now.”*

If you have already picked a health plan, you will have to pick a plan again once Managed Care restarts. You will not move to a health plan now and will keep the same Medicaid coverage and health services from the state that you have today.

The beneficiary's primary care provider (PCP) will stay the same and access to behavioral health and intellectually/developmentally disabled (I/DD) services will continue through the current process.

Medicaid beneficiaries will be notified by mail when Managed Care resumes. If an individual's Medicaid coverage period ends before Managed Care resumes, eligibility will go through the same yearly review and recertification process used today.

For questions about Managed Care call the Medicaid Contact Center at 1-888-245-0179. Representatives are available to address questions from beneficiaries and their families Monday through Friday, 8 a.m. to 5 p.m. Eastern Standard Time (EST). To read more, go to: <https://medicaid.ncdhhs.gov/medicaid> .

If you have questions or need information about Medicaid eligibility, contact your local DSS. In Randolph County call (336) 683-8000 or visit <http://www.randolphcountync.gov/Departments/Social-Services> .

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[www.randolphcountync.gov/Departments/Social-Services](http://www.randolphcountync.gov/Departments/Social-Services)

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