



Tracie Murphy
Director

Department of Social Services

David H. Jarrell
Board Chair

PRESS RELEASE

NC MEDICAID MANAGED CARE ENROLLMENT BEGINS JULY 15TH

If you are one of the 24,000 individuals in Randolph County that receive Medicaid or help those that do, please be aware. Most people will get the same Medicaid services in a new way --- through health plans. This is called “*Medicaid Managed Care.*” The majority of the individuals in Randolph County who receive Medicaid benefits will be mailed *enrollment packets* beginning June 28, 2019. The packets will include information on the new managed care system and educate beneficiaries on how to choose a Prepaid Health Plan (PHP) that will administer their services. To be clear, most Medicaid beneficiaries will need to take *action* and choose a health plan. If you do not choose a health plan by September 13th, a plan will be chosen for you by the enrollment broker. The enrollment packets will have the information needed to choose and enroll.

There are new players in Medicaid Managed Care. These new players are the *Enrollment Broker* and the *Prepaid Health Plans* (PHP). A PHP is a group of doctors, hospitals and other health care professionals. They work together to provide needed care for patients. Each PHP has its own network of qualified doctors and health care professionals. The local Department of Social Service’s basic role in determining eligibility for Medicaid does not change, but beneficiaries will need to add these new players to their contact list.

Only the Enrollment Broker (which is a separate entity from your local DSS) can answer questions and enroll beneficiaries in a PHP. In order for a Medicaid beneficiary to keep their current doctor they should *contact the Enrollment Broker*, called Maximus. Maximus can help determine which plans the doctor works with, then enter the beneficiary’s choice of one of those plans. Medicaid beneficiaries can *call the Enrollment Broker at 1-833-870-5500* (TTY 1-833-870-5588) between 7 a.m. and 8 p.m. 7 days a week. The call is a free call. Enrollment is also available *online* at ncmedicaidplans.gov.

A Medicaid family should receive one enrollment packet per household. The packet will explain which family members need to choose a PHP and Primary Care Provider (PCP).

After a beneficiary enrolls in a plan, the PHP will send them information and a new Medicaid card. That card will be used to get health care services. For those who live in Randolph County, the deadline to enroll is September 13, 2019. On September 16, 2019, PHPs and PCPs will be automatically assigned for those that did not select a PHP or PCP with the Enrollment Broker.

For information about Medicaid eligibility, contact your local DSS. For more information about choosing and enrolling in a health plan, call Maximus directly at **1-833-870-5500**.

P.O. Box 3239, Asheboro, North Carolina 27204

www.randolphcountync.gov/Departments/Social-Services

Serving by empowering, protecting, educating, and promoting stability.

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

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. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicine – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

WHAT YOU NEED TO DO

1 Choose a primary care provider (PCP)

Health plans work with different PCPs. 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, go to ncmedicaidplans.gov, use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.

2 Choose a health plan in NC Medicaid Managed Care

Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:

- WellCare
- UnitedHealthcare Community Plan
- HealthyBlue
- AmeriHealth Caritas
- Carolina Complete Health*

*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

To learn more about the health plans, visit ncmedicaidplans.gov. If you do not choose a health plan, one will be chosen for you.

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

After you enroll, your health plan will mail you a welcome packet and Medicaid card. You will use your Medicaid card to get health services.

IMPORTANT DATES

If you live in one of these counties:

Enroll by September 13, 2019. Your health plan coverage will start November 1, 2019.

| | | | | | | |
|-----------|----------|-----------|----------|------------|---------|--------|
| Alamance | Chatham | Forsyth | Johnston | Randolph | Vance | Wilkes |
| Alleghany | Davidson | Franklin | Nash | Rockingham | Wake | Wilson |
| Ashe | Davie | Granville | Orange | Stokes | Warren | Yadkin |
| Caswell | Durham | Guilford | Person | Surry | Watauga | |

If you live in one of these counties:

Enroll by December 13, 2019. Your health plan coverage will start February 1, 2020.

| | | | | | | |
|-----------|------------|-----------|----------|-------------|------------|--------------|
| Alexander | Camden | Dare | Hertford | Madison | Pender | Swain |
| Anson | Carteret | Duplin | Hoke | Martin | Perquimans | Transylvania |
| Avery | Catawba | Edgecombe | Hyde | Mecklenburg | Pitt | Tyrrell |
| Beaufort | Cherokee | Gaston | Iredell | Mitchell | Polk | Union |
| Bertie | Chowan | Gates | Jackson | Montgomery | Richmond | Washington |
| Bladen | Clay | Graham | Jones | Moore | Robeson | Wayne |
| Brunswick | Cleveland | Greene | Lee | New Hanover | Rowan | Yancey |
| Buncombe | Columbus | Halifax | Lenoir | Northampton | Rutherford | |
| Burke | Craven | Harnett | Lincoln | Onslow | Sampson | |
| Cabarrus | Cumberland | Haywood | McDowell | Pamlico | Scotland | |
| Caldwell | Currituck | Henderson | Macon | Pasquotank | Stanly | |

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 or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. The website also has a chat feature where you can get answers to your questions.
- **About your health plan or benefits:** Call your health plan.

| | | |
|--------------------------------------|----------------|------------------------------|
| WellCare | 1-866-799-5318 | (TTY: 711) |
| UnitedHealthcare Community Plan..... | 1-800-349-1855 | (TTY: 711) |
| HealthyBlue | 1-844-594-5070 | (TTY: 711) |
| AmeriHealth Caritas | 1-855-375-8811 | (TTY: 1-866-209-6421) |
| Carolina Complete Health | 1-833-552-3876 | (TTY: 711 or 1-800-735-2962) |

You can view more information for the health plans at
ncmedicaidplans.gov/choose/compareplans.