

Does your Medicaid plan work for you?

Check before

September 30

Most of North Carolina Medicaid is being delivered in a new way—through health plans!

September 30, 2021 is the last day to request a plan change (without a special reason).

After that date you may not be able to see your preferred provider if they are not in the plan's network.

WHAT'S A NETWORK?

A "network" is the group of providers covered by your health plan.

For free support contact:

NC Enrollment Broker

1-833-870-5500
NCMedicaidPlans.gov

- ✓ Check if your doctors are still in your plan's network
- ✓ Receive assistance changing your plan
- ✓ Find out if you do not need to select a plan

NC Medicaid Ombudsman

1-877-201-3750
NCMedicaidOmbudsman.gov

- ✓ Ask questions about your new health plan and the transition to Medicaid Managed Care
- ✓ Report problems or issues with not getting the care you need

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