



NORTH CAROLINA  
JUSTICE CENTER

# Did You Lose NC Medicaid Coverage?

## You have the right to appeal.

You have 60 days from the date you receive a notice of termination or reduction of coverage to ask for an appeal. If you think your Medicaid was wrongfully reduced or terminated, **call 1-800-936-4971** or **email [hawkinsinfo@charlottelegaladvocacy.org](mailto:hawkinsinfo@charlottelegaladvocacy.org)**.

**Free legal assistance may be available from the following organizations:**



**LEGAL AID**  
OF NORTH CAROLINA

[legalaidnc.org](http://legalaidnc.org)

866-219-5262

**Counties served:** All except for Mecklenburg



**charlotte center**  
for **legal advocacy**

justice lives here.

[charlottelegaladvocacy.org](http://charlottelegaladvocacy.org)

English: 800-438-1254

Spanish: 800-247-1931

**County served:** Mecklenburg



**PISGAH**  
LEGAL SERVICES

[pisgahlegal.org](http://pisgahlegal.org)

800-489-6144

**Counties served:** Avery, Buncombe, Henderson, Jackson, Macon, Madison, Mitchell, Polk, Rutherford, Transylvania, and Yance

## You may qualify for a different Medicaid program as long as you complete the request for information from DSS.

In some cases, enrollees will qualify for a different Medicaid program called **Family Planning Medicaid**, which is a limited benefit plan. Although this is a limited benefit program, many people in Family Planning Medicaid will become eligible for comprehensive benefits after North Carolina implements Medicaid expansion on December 1, 2023.

By being in the Family Planning Medicaid plan now, people who are eligible for expansion will automatically be enrolled in Medicaid once the program goes live on December 1. It is important that you **do not decline Family Planning coverage**, even if you think you do not need it.

## You may qualify for Medicare or Marketplace coverage.

If you are no longer eligible for Medicaid, you may be eligible to enroll in Medicare or Marketplace coverage during a special enrollment period. Get help enrolling in the Marketplace or Medicare by contacting the following:

- **Health Insurance Navigators**  
Health Insurance Navigators offer free, unbiased help enrolling in the Marketplace.  
1-855-733-3711
- **NC Seniors' Health Insurance Information Program (SHIIP)**  
SHIIP counselors offer free, unbiased information regarding Medicare health care products and eligibility.  
1-855-408-1212

## You have rights.

Under a federal lawsuit, you have the right to:

- **Reach DSS by phone** during the redetermination process. This includes the right to leave a message instead of remaining on hold and to have your call returned within a reasonable time.
- **Request and receive help from DSS** to obtain the information needed to redetermine your eligibility.
- **Have DSS accept your detailed statement** about your income, assets, and most other facts needed to verify your eligibility, in writing or verbally, without providing supporting documents.
- **Not be asked to verify information** DSS can obtain through electronic sources or to verify information that is not needed to redetermine your eligibility.
- **Have your Medicaid eligibility considered** under all categories, including an alleged disability, before your Medicaid can be terminated or reduced.
- **Receive written notice** that tells you what action has been taken and the reason it has been taken before your Medicaid is stopped or reduced.
- **Have your Medicaid reopened by DSS** if it was terminated due to failure to provide information and you can provide the missing information within 90 days of when your Medicaid was terminated.

If you think your rights were violated by DSS, call 1-800-936-4971 or email [hawkinsinfo@charlottelegaladvocacy.org](mailto:hawkinsinfo@charlottelegaladvocacy.org).

