



NC Medicaid Rules Have Changed

Everyone must renew their coverage this year.

Your local department of social services (DSS) has begun checking to see if you are still eligible for Medicaid. DSS will terminate coverage for those who do not return the information needed to determine their eligibility. Follow the steps below to make sure your information is up to date.

1. Update your contact information.

Visit epass.nc.gov or call your local DSS to make sure they have your current mailing address, phone number, email, and other contact information. It only takes 10 minutes to update your information online!

2. Look out for notices from DSS.

Medicaid is trying to reach you. Check for official mail, email, or texts with instructions on when and how to renew coverage or benefits. If you think you received a letter that was not from your local DSS and it may be a scam, contact your local DSS.

3. Reply as soon as possible.

Respond right away with updated information. Submit forms by the due date listed on your notice.

Local DSS Phone Directory

Alamance County DSS
336-570-6532

Alexander County DSS
828-632-1080, Ext. 326

Alleghany County DSS
336-372-1445

Anson County DSS
704-694-9351

Ashe County DSS
336-846-5719

Avery County DSS
828-733-8248

Beaufort County DSS
252-975-5500

Bertie County DSS
252-794-6307

Bladen County DSS
910-862-6858

Brunswick County DSS
910-253-2077

Buncombe County DSS
828-250-5588

Burke County DSS
828-764-9600

Cabarrus County DSS
704-920-1400

Caldwell County DSS
828-426-8271

Camden County DSS
252-331-4787 ext. 222

Carteret County DSS
252-728-3181 ext. 6132

Caswell County DSS
336-694-4141

Catawba County DSS
828-695-5600

Chatham County DSS
919-542-2759

Cherokee County DSS
828-835-8520

Chowan County DSS
252-482-7441

Clay County DSS
828-389-6301

Cleveland County DSS
704-487-0661

Columbus County DSS
910-642-2800

Craven County DSS
252-636-4900

Cumberland County
DSS
910-323-1540

Currituck County DSS
252-232-3083

Dare County DSS
252-475-5500

Davidson County DSS
336-242-2500

Davie County DSS
336-753-6250

Durham County DSS
919-560-8000

Duplin County DSS
910-296-2200

Edgecombe County DSS
252-641-7611
Rocky Mount Office
252-985-4101

Forsyth County DSS
336-703-3800

Franklin County DSS
919 496-5721

Gaston County DSS
704-862-7500

Gates County DSS
252-357-0075

Graham County DSS
828-479-7911

Granville County DSS
919-693-1511

Greene County DSS
252-747-5932

Guilford County DSS
336-641-3447 (DHHS)

Halifax County DSS
252-536-6443

Harnett County DSS
910-893-7500

Haywood County DSS
828-452-6620

Henderson County DSS
828-697-5500

Hertford County DSS
252-358-7830

Hoke County DSS
910-875-8725

Hyde County DSS
252-926-4476

Iredell County DSS
704-873-5631

Jackson County DSS
828-586-5546

Johnston County DSS
919 989-5300

Jones County DSS
252-448-2581

Lee County DSS
919-718-4690

Lenoir County DSS
252-559-6400

Lincoln County DSS
704-732-0738

Macon County DSS
828-349-2124

Madison County DSS
828-649-2711

Martin County DSS
252-789-4400

McDowell County DSS
828-652-3355

Mecklenburg County DSS
704 336-3000

Mitchell County DSS
828-688-2175

Montgomery County DSS
910-576-6531

Moore County DSS
910-947-2436

Nash County DSS
252-459-9818

New Hanover County
DSS
910-798-3400

Northampton County
DSS
252-534-5811

Onslow County DSS
910-455-4145

Orange County DSS
919-245-2800

Pamlico County Human
Services Center
252-745-4086

Pasquotank County DSS
252-338-2126

Pender County DSS
910-259-1240

Perquimans County DSS
252-426-7373

Person County DSS
336-599-8361

Pitt County DSS
252-902-1110

Polk County DSS
828-894-2100

Randolph County DSS
336-683-8000

Richmond County DSS
910-997-8480

Robeson County DSS
910-671-3500

Rockingham County DSS
336-342-1394

Rowan County DSS
704-216-8330

Rutherford County DSS
828-287-6199

Sampson County DSS
910-592-7131

Scotland County DSS
910-277-2500

Stanly County DSS
704-982-6100

Stokes County DSS
336-593-2861

Surry County DSS
336-401-8700

Swain County DSS
828-488-6921

Transylvania County DSS
828-884-3174

Tyrrell County DSS
252-796-2653

Union County DSS
704-296-4300

Vance County DSS
252-492-5001 Ext. 3236

Wake County Human
Services
919-212-7000

Warren County DSS
252-257-5000

Washington County DSS
252-793-4041

Watauga County DSS
828-265-8100

Wayne County DSS
919-580-4034

Wilkes County DSS
336-651-7400 or
336-651-7490

Wilson County DSS
252-206-4000

Yadkin County DSS
336-849-7910

Yancey County DSS
828-682-6148

