

# THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

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. You will also choose a primary care provider (PCP).



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

## WHAT YOU NEED TO DO

### 1 Choose a primary care provider (PCP):

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, visit the website, use the mobile app or call us toll free.

### 2 Choose a health plan:

A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more:  
[ncmedicaidplans.gov/find/viewhealthplans](https://ncmedicaidplans.gov/find/viewhealthplans)

### 3 Enroll in one of these ways:

- Go to [ncmedicaidplans.gov](https://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

## IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhs.gov/localdss](https://ncdhs.gov/localdss)
- **About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) (chat feature available), use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
- **About your benefits:** Call your health plan. Find contact information here: [ncmedicaidplans.gov/find/viewhealthplans](https://ncmedicaidplans.gov/find/viewhealthplans)

