

Medicaid Managed Care FAQ

NC Medicaid

What is the impact of Managed Care Suspension?

For now, North Carolina will not move Medicaid to Managed Care. Current Medicaid beneficiaries will keep getting uninterrupted Medicaid services from the State the way they do now and will continue to receive care from their current primary care provider (PCP). Beneficiaries do not need to choose a health plan at this time. The State will inform beneficiaries when Managed Care restarts and when they will need to choose a health plan.

WHEN WILL MANAGED CARE RESTART? WHEN WILL MY HEALTH PLAN START?

For now, the move to Managed Care is on hold. The State will tell you when it restarts and when you will need to choose a health plan.

DOES THIS CHANGE MY MEDICAID COVERAGE?

No. Your coverage will stay the same. You will keep getting your Medicaid coverage and health services from the State the way you do now. You will keep the primary care provider (PCP) you have now.

DO I NEED TO DO ANYTHING RIGHT NOW? DO I NEED TO STILL CHOOSE A HEALTH PLAN?

No. You do not need to do anything now. You do not need to choose a health plan. You will keep getting your Medicaid coverage and health services from the State the way you do now. You will get a letter in the mail. It will confirm that you will keep the Medicaid coverage you have now. The State will tell you when Managed Care restarts and when you will need to choose a health plan.

CAN I STILL SEE MY DOCTOR?

Yes. You can go to the primary care provider (PCP) listed on your Medicaid card. If you want to confirm the name of the PCP listed or change to a new PCP, call the North Carolina Medicaid Contact Center at **1-888-245-0179**. Or call your DSS county caseworker.

WILL I STILL GO TO MY LME-MCO FOR BH/IDD BENEFITS?

Yes. If you are currently receiving services from an LME-MCO, you will continue to get those services.



WHAT IF MY MEDICAID COVERAGE IS SET TO END BEFORE MANAGED CARE RESTARTS?

If your coverage is set to end before Managed Care restarts, your Medicaid coverage will go through the same yearly eligibility review and recertification process used today.

WHAT IF I ALREADY CHOSE A HEALTH PLAN? DO I STILL GET THE ADDED SERVICES FROM THAT PLAN?

No. You will not move to a health plan now, so you will not get any added services the health plan offers. You will keep the same Medicaid coverage and health services from the State that you have today.

DO I STILL NEED TO ENROLL WHILE MANAGED CARE IS ON HOLD? CAN I STILL CHOOSE A PLAN OR PRIMARY CARE PROVIDER (PCP) FOR MY HEALTH PLAN?

No. You cannot choose a health plan or PCP for a health plan now. The State will tell you when Managed Care restarts. You will be asked to choose a health plan then.

WHY WAS MANAGED CARE DELAYED? WHY DID THIS HAPPEN?

Legislators did not take actions needed to move forward with managed care, so Managed Care can't go-live at this time. You will continue to get health services as you do today through Medicaid Direct.

WILL MANAGED CARE EVER RESTART/HAPPEN?

Managed Care is on hold at this time until further notice. The State will tell you when Managed Care restarts and when you will need to choose a health plan.

WHO DO I CALL IF I HAVE MORE QUESTIONS?

You can call the North Carolina Contact Center at **1-888-245-0179**. The Center is open Monday through Friday from 8 a.m. to 5 p.m.