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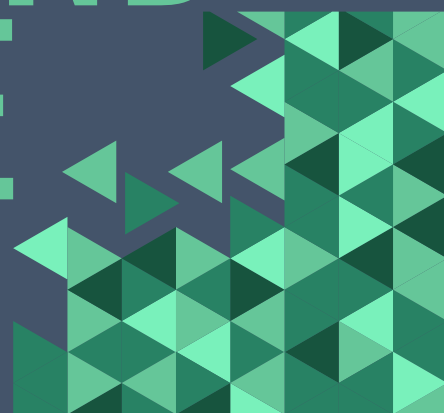
EMTIRO HEALTH

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NAVIGATING YOUR HEALTH CARE SERIES



# NC MEDICAID AND HEALTH CHOICE CHANGES





## CHANGES ARE COMING TO NORTH CAROLINA MEDICAID AND HEALTH CHOICE: HERE'S WHAT YOU NEED TO KNOW.

In November 2019, North Carolina Medicaid and Health Choice programs will move from a state run, program to one provided by insurance companies.

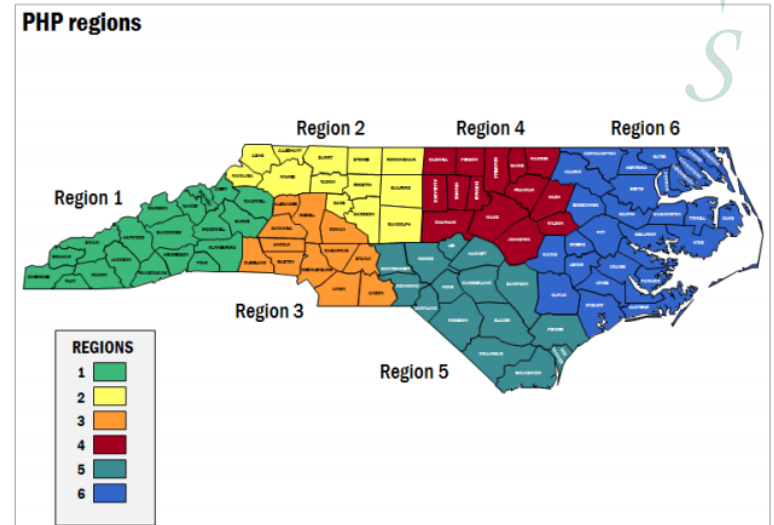
While there will be some things that are different, your eligibility and covered services will NOT change.

Four insurance companies will provide coverage to the entire state of NC and one additional company will be available to recipients who live in Region 3 and 5 (see image on the right).

In the next few months, you will receive a Welcome Packet in the mail with information to help you choose one of these insurance companies. The time when you are able to choose an insurance company is called Open Enrollment.

The Welcome Packet may come from Maximus. Maximus was picked to help you choose a plan that is best for you.

Figure 4. Map of PHP Regions.



### In order to be ready for the changes:

- Look at the map and Important Dates to Know to learn when you will be able to choose a new plan.
- Make sure that your contact information is up to date with DSS.
- Watch your mail for information on Open Enrollment and plan choices.
- Ask your primary care provider and specialists which plans they will accept. You will want to enroll in a plan that includes your providers.
- Contact Maximus, the Enrollment Broker, to get help choosing the plan that is best for you.

### Important Dates to Know:

#### ➔ July - September 2019 Open Enrollment for Regions 2 & 4

During this time, recipients living in Regions 2 & 4 will receive information by mail on how to choose the insurance company you would like to receive your Medicaid coverage from. It is important that you make sure your contact information is up-to-date at your local Department of Social Services before this time so that you receive these letters.

#### ➔ October - December 2019 Open Enrollment for Regions 1, 3, 5 & 6

During this time, recipients living in Regions 1, 3, 5 & 6 will receive information by mail on how to choose the insurance company you would like to receive your Medicaid coverage from. Patients in Regions 3 & 5 will be able to choose one of the statewide plans or the regional plan option.

### Q: What happens if I do not choose an insurance company during the open enrollment phase?

**A.** If this happens, do not worry. You will NOT lose your Medicaid coverage. The Department of Health and Human Services will choose for you.

### Q: How will I know which plan to choose?

**A.** You will have help in making this decision if you would like help. North Carolina has set up an Enrollment Broker to help people in Medicaid or Health Choice make the best decision for them in choosing a plan. The Enrollment Broker is a company called Maximus. The letter you receive from the state will tell you how to call the Enrollment Broker to get information and help.

**If you are a Medicaid enrollee and have any questions regarding the Open Enrollment phase and process, please contact Emtiro Health directly at [Info@EmtiroHealth.org](mailto:Info@EmtiroHealth.org). We will help you find the right people to talk to.**