What should Beneficiaries do if they have issues?

1

Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you still have questions or didn't receive the welcome kit you can call the Enrollment Broker at 833-870-5500

2

Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find a list at medicaid.ncdhhs.gov/transformation

3

If you still have questions, you can reach out to the NC Medicaid Ombudsman

Call 877-201-3750 or visit ncmedicaidombudsman.org

What should Providers do if they have issues?

1

Check in NCTracks for the Beneficiary's enrollment (Standard Plan or Medicaid Direct) and Health Plan

If you still have questions, call the NCTracks Call Center:
1-800-688-6696

2

Call the Health Plan (PHP) for coverage, benefits, and payment questions.

You can find a list of health plan contact information at https://medicaid.ncdhhs.gov/transformation/health-plans/health-plan-contacts-and-resources

3

Contact the Provider Ombudsman with unresolved problems or concerns.

Call 1-866-304-7062 or visit Medicaid.ProviderOmbudsman@dhhs.nc.gov