



Has your child lost their Medicaid benefits?

Here's where to start:

1

Contact your local Department of Social Services (DSS) or your health plan to **update your address, phone number, and email address**. You can do this by phone or with an [enhanced ePASS account](#), beneficiaries can update their address and other information for Medicaid online without having to call or visit their [local DSS](#). See NC Medicaid Health Plans [HERE](#).

2

Contact your local DSS or your health plan to **find out about your child's coverage**.

- If you did not get a letter about your child's coverage ending, **ask them to send a letter**. This is important to keep for your records.
- If you got a letter that says your child's Medicaid benefits are ending, check to see if there is a **renewal form** you can send back to keep your child's benefits, and make sure to send it back **before the deadline** date.

3

Find other health insurance options if your child doesn't qualify for Medicaid anymore. Some people may qualify for more affordable health plans through the Health Insurance Marketplace®. How much you can save is based on your household income and how many people are in your household. All Marketplace plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more. Get more information at www.healthcare.gov.

Did you know that NC expanded Medicaid income eligibility in December 2023?

See if you are eligible for Medicaid under the increased income limits [HERE](#).

stay
covered!

Don't Lose Your
Medicaid Coverage



North Carolina Medicaid Resources

The North Carolina Medicaid Ombudsman

The North Carolina Medicaid Ombudsman is here to:

- **Educate** about NC Medicaid, resources available to meet health care needs, rights and responsibilities under NC Medicaid Managed Care.
- **Advocate** to resolve any issues so you can get the care you need.
- **Refer** and connect you to community services to support your health-related needs, including legal aid, social services and other supports for a wide variety of issues.

For assistance or to learn more, visit: www.ncmediadombudsman.org



The North Carolina Navigator Consortium

The NC Navigator Consortium works with you to choose the right coverage through the Healthcare Marketplace® at HealthCare.gov or by applying for [Medicaid](#). They provide clarity, guidance and peace of mind for those seeking FREE, unbiased help. Visit www.ncnavigator.org

Medicaid Waivers for People with Disabilities

Medicaid waivers “waive” certain federal Medicaid requirements, such as family income requirements, to allow for people with qualifying disabilities to have access to specialized services and supports that are covered by Medicaid. They are designed to allow for people with disabilities to be safely cared for at home instead of a hospital or institution. You do not have to have Medicaid to be eligible for these waivers. More information is available [HERE](#).

Healthy Opportunities Pilot Program

The Healthy Opportunities Pilot program focuses on the delivery of non-medical services to eligible Medicaid Managed Care enrollees. The four main areas of focus are food, housing, interpersonal violence/toxic stress, and transportation services. Must live in one of the following counties and meet eligibility criteria. For more information contact the organization that serves your county:

[Access East, Inc.](#) counties: Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt.

[Community Care of the Lower Cape Fear](#) counties: Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender.

[Impact Health](#) counties: Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey.

More information on the NC Medicaid continuous coverage unwinding is available [HERE](#).



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