

# HAVE QUESTIONS ABOUT NC MEDICAID?


It's important to know who to contact with your specific questions or concerns. Here is who you should call and when:

## YOUR HEALTH PLAN

Contact information varies by health plan.

Click [HERE](#) to see all Health Plan contact information.

---


- 
- When you have questions about covered services or the health plan's value-added benefits.
  - To change your Primary Care Provider (PCP).
  - To request a ride to a medical appointment (Non-Emergency Medical Transportation -NEMT)
  - To request a new Medicaid ID card

## YOUR LOCAL DEPARTMENT OF SOCIAL SERVICES (DSS)

Contact information varies by each county.

Click [HERE](#) to find your local DSS

---

- 
- To apply for Medicaid (Or you can apply in person or online through [ePASS](#))
  - If you have questions about Medicaid coverage, eligibility or recertification
  - To update your mailing address, contact or other personal information
  - To request Non-Emergency Medical Transportation (ride to a medical appointment) for NC Medicaid Direct or EBCI Tribal Option beneficiaries
  - To request a new ID card for NC Medicaid Direct or EBCI Tribal Option beneficiaries.

## NC MEDICAID CONTACT CENTER

1-888-245-0179

---



- If you have questions about [carved out services](#) such as dental care
- To change your primary care provider, if enrolled in NC Medicaid Direct
- If you have general Medicaid policy, procedure or coverage questions

## THE NC MEDICAID ENROLLMENT BROKER

1-833-870-5500

---



- To confirm enrollment in a health plan
- To change health plans
- To learn about the different Medicaid health plan options
- If you are enrolled in a managed care plan (like a Tailored Plan, Standard Plan, EBCI Tribal Option or Children and Families Specialty Plan) but need to keep the services that you currently receive through NC Medicaid Direct.

## THE NC NAVIGATOR CONSORTIUM

1-855-733-3711

or

[Schedule an appointment online,](#)  
[ncnavigatornet@gmail.com](mailto:ncnavigatornet@gmail.com) -  
<https://ncnavigator.org/>

---



- To understand affordable healthcare options available through the Healthcare Marketplace.
- You need help choosing a Healthcare Marketplace plan that meets your family's needs
- To get help with applying for NC Medicaid
- You have questions about HealthCare.gov

## THE NC MEDICAID OMBUDSMAN

Independent advocate for  
people who have NC  
Medicaid.

877-201-3750

or visit

[ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)

and click on the “Get Help”  
button at the top of  
the webpage.

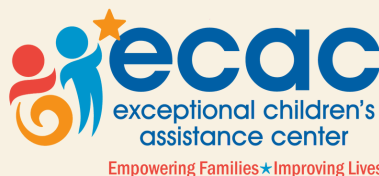


- When you are not getting the care that you need.
- If you have questions about a notice or bill
- If you have already talked with their health care provider or health plan and have not been able to solve your problem.
- If you have questions about the complaint or appeal process.
- You need support in accessing and understanding Care Management and Tailored Care Management.



If you have questions about Medicaid and still aren't sure who to ask, contact the Family to Family Health Information Center:

<https://www.ecac-parentcenter.org/contact-a-parent-educator/>



800-962-6817

[www.ecac-parentcenter.org](https://www.ecac-parentcenter.org)

