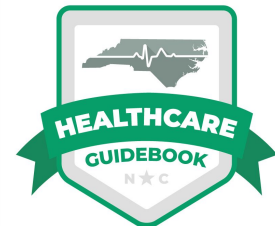


NC Healthcare Transformation 101: for Medicaid Beneficiaries amid the COVID-19 Pandemic



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Overview

If you are confused about changes to Medicaid in North Carolina, you're not alone! Last year the state began Medicaid Transformation, which would change the way that you receive and use Medicaid. It will not change your eligibility. In the old plan, you could use your card at any medical office that accepted Medicaid, then the office would bill the state. With Medicaid Transformation, each family will choose a plan from several companies who would manage the care you receive. Just before the changes went into effect, disagreements over the state budget suspended the program. While Medicaid Transformation is still paused, there are still efforts to make it happen. The NC General Assembly is considering a bill titled "Medicaid Transformation Necessities" amid the current COVID-19 pandemic, though its ultimate passage is still uncertain.

How will this affect you?

Back in 2019, if you were eligible for Medicaid you probably got a letter in the mail that told you that your healthcare was changing and asked you to choose a health plan. When the state suspended the change, you probably got a second letter that told you to continue using your old card and plan. **Right now, nothing has changed and you can continue receiving your Medicaid benefits exactly as you have been.** They will not restart the transition until there is a new state budget in place that authorizes moving forward in Medicaid Transformation.

When Medicaid transformation begins again, you will receive another letter in the mail with more information and next steps.

Stay up to date on Medicaid Transformation in NC during the Coronavirus pandemic with the helpful links and resources below.

How Can I Prepare for Medicaid Transformation in the face of COVID-19?



Watch the state legislature for changes. You can follow the latest updates on the [NC Medicaid site](#). Also, [click here](#) for COVID-19 resources for Medicaid beneficiaries.



Keep using your benefits in the same way you always have, but [share this information](#) with friends and family with updated information on how COVID-19 has impacted Medicaid Transformation.



If you have questions about the changes or your Medicaid benefits, call the state [Medicaid Contact Center](#) at **888-245-0179**. Also, for updated information on COVID-19, look at the [NCDHHS' COVID-19 Response](#).