

DHHS Announces Launch of New NC Medicaid Enrollment Website In Preparation for Medicaid Managed Care

DHHS has [announced](#) the launch of NC Medicaid’s enrollment website, www.ncmedicaidplans.gov, in preparation for the launch of Medicaid Managed Care scheduled for July 1, 2021. Medicaid Managed Care open enrollment will begin March 15, 2021 and will continue through May 14, 2021.

What is the purpose?

The purpose of the enrollment website is to help Medicaid beneficiaries learn more about Medicaid Managed Care. In 2015, the NC General Assembly enacted legislation directing NCDHHS to transition Medicaid and NC Health Choice from a primarily fee-for-service delivery system to [managed care](#). Under managed care, the state contracts with insurance companies, which are paid a predetermined set rate per enrolled person to provide all services.

What information does the website provide?

The enrollment website provides [information](#) about who will have to choose a health plan, who will stay in the traditional Medicaid program (NC Medicaid Direct) and who can choose between the two. It will also share the basic medical and behavioral health benefits that are offered. There will be a list of frequently asked questions and answers to help beneficiaries understand the changes.

Will Medicaid beneficiaries need to enroll?

Most people currently receiving Medicaid benefits will need to enroll in Medicaid Managed Care. Medicaid beneficiaries will be able to choose from five health plans — WellCare, United HealthCare, Healthy Blue, AmeriHealth Caritas and Carolina Complete Health (serving [regions](#) 3, 4 and 5). Those who are federally recognized tribal members or qualify for Indian Health Services are exempt from managed care. Those who live in Cherokee, Graham, Haywood, Jackson or Swain counties or in a neighboring county may choose to enroll in the [Eastern Band of Cherokee Indians \(EBCI\) Tribal Option](#).

A small number of people will not need to choose a Medicaid Managed Care health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct. To learn more, beneficiaries can visit the [NC Medicaid Direct services](#) page on the enrollment website.



PRACTICE SUPPORT

How to get more information?

To learn more about North Carolina's transformation to Medicaid Managed Care, visit the [Medicaid Transformation webpage](#). Assistance is also available via NC AHEC Practice Support by contacting your local practice support coach or reaching us at practicesupport@ncahec.net.

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