

North Carolina Medicaid Changes: What Providers Need to Know

On July 1, 2021, approximately 1.6-1.8 million Medicaid and NC Health Choice beneficiaries transitioned to Medicaid Managed Care. They were able to choose from the following five prepaid health plans (PHPs).

- WellCare of North Carolina
- Carolina Complete Health
- AmeriHealth Caritas-NC
- Healthy Blue North Carolina
- United Healthcare Community Plan-NC

In addition, beneficiaries could also select the Eastern Band of Cherokee Indians (EBCI) Tribal Option, while others stayed in fee-for-service, known as NC Medicaid Direct.

To determine which plan your patients have, check their member ID cards. If the patient has Health Choice, you will see the words Health Choice on the front of the cards for WellCare, AmeriHealth, and UHC. If Health Choice is not listed, the patient has Medicaid. For Healthy Blue, look for “NC01” or “NC02” in the bottom left corner on the back of the card. NC01 denotes Medicaid, while NC02 indicates Health Choice.

What Does My Practice Need to Do?

To make sure your practice is on top of the Medicaid changes, here are a few post-launch tasks.

- Enroll in clearinghouses.
- Update your payer ID numbers in OP. For practices using RCM services, our team will assist you with performing these updates if needed.
- Ensure your staff members are aware of the changes, especially when it comes to the health plans you’re contracted with and whether you’re an EBCI Tribal Option provider.

- Review the NCTracks provider record for each applicable individual provider and organization for accuracy and submit changes using the Manage Change Request (MCR) process.
- Know where you need to submit claims.
- For each health plan under contract, make sure to complete enrollment in the health plan's electronic funds transfer program.
- Assist your patients with their transition to NC Medicaid Managed Care following [this guidance](#).

For more information, visit the [North Carolina Medicaid Division of Health Benefits website](#).