

DukeHealth



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[NCMedicaidPlans.gov](https://www.ncmedicaidplans.gov)

# Important changes for patients eligible for NC Medicaid

Do I have to change my plan to keep getting behavioral health, intellectual and developmental disability, or traumatic brain injury services?

If you are currently enrolled in NC Medicaid Direct, please call 1-888-245-0179 to learn about your options. You may be able to get services from a Local Management Entity / Managed Care Organization (LME-MCO). If you enroll in a health plan through NC Medicaid Managed Care, you may not be able to get certain NC Medicaid Direct Services.

When is open enrollment for NC Medicaid?

Open enrollment is July 15-September 13, 2019. The new plans begin November 1, 2019. You will have until January 31, 2020 to change your health plan selection if you need to.

What happens if I don't choose a plan by September 13?

If you do not select a plan by September 13, you will automatically be enrolled in one of the four health plans. If Duke is not offered in the plan you are automatically enrolled in, you have until January 31, 2020 to change your plan.

I have questions. Is there someone I can speak with?

For more information, visit [NCMedicaidPlans.gov](https://www.ncmedicaidplans.gov) or call 1-833-870-5500 to speak with an independent representative.