

NC MEDICAID OMBUDSMAN: YOUR ADVOCATE FOR QUALITY CARE

NC Medicaid Ombudsman
is an advocate for beneficiaries
to educate and empower people
with Medicaid.

We can help you navigate the
change to NC Medicaid Managed
Care. We provide **FREE,**
CONFIDENTIAL ASSISTANCE
to help people with Medicaid
understand the change
in their benefits and resolve
problems, so they can
access high-quality health care
when they need it.



NC Medicaid Ombudsman is here
to answer questions and
help you navigate
the changes to managed care
through NC Medicaid.

It's free and confidential.

MEDICAID IN
NORTH CAROLINA
IS CHANGING

WE'RE HERE TO HELP

CONTACT NC MEDICAID
OMBUDSMAN TODAY:

ncmedicaidombudsman.org
877-201-3750



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WE ARE HERE TO:

EDUCATE about NC Medicaid, NC Health Choice, and Managed Care, rights and responsibilities under managed care and what the changes mean for you.

ADVOCATE to resolve problems so you get the care you need.

REFER AND CONNECT you to community services to support health related needs, including legal aid, social services, housing resources and food assistance.

COMMUNICATE issues we learn from your experiences to the state to track problems and work towards solutions. This will help make sure that the voices of families covered by Medicaid are heard and that they receive access to high quality health care.

WHEN SHOULD I CALL THE NC MEDICAID OMBUDSMAN FOR HELP?

You are not getting the care that you need.

You have questions about a notice or bill you have received.

You have already talked with your health care provider or health plan and have not been able to solve the problem.

You have questions about the complaint or appeal process.

WHAT TO EXPECT WHEN CONTACTING NC MEDICAID OMBUDSMAN:

NC Medicaid Ombudsman wants to hear from you! We are here to help if you are having problems during the transition to NC Medicaid Managed Care. We will ask what county you live in, what kind of Medicaid you have, what information you have received about NC Medicaid Managed Care, and what problems or questions you have during this transition.

We help until your issue is resolved or we have successfully connected you with other resources in your community. We look forward to assisting you!

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**NC MEDICAID
OMBUDSMAN**

