

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
NC Medicaid Managed Care system.**

**We provide FREE,
CONFIDENTIAL ASSISTANCE
to help people understand
what they should be getting out of
their Medicaid 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 managed care system.
It's free and confidential.**

**YOUR ADVOCATE
FOR
QUALITY CARE**

WE'RE HERE TO HELP

**CONTACT NC MEDICAID
OMBUDSMAN TODAY:**

ncmedicaidombudsman.org

877-201-3750

M-F 8AM-5PM except state holidays



**NC MEDICAID
OMBUDSMAN**

WE'RE HERE TO HELP. CONTACT NC MEDICAID OMBUDSMAN TODAY:
ncmedicaidombudsman.org 877-201-3750

WE ARE HERE TO:

EDUCATE about rights and responsibilities under NC Medicaid Managed Care and resources available to meet health care needs.

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 is here to answer questions and help you navigate the managed care system.

We will ask what county you live in, what kind of Medicaid you have and what problems or questions you have regarding your NC Medicaid managed care. 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!

It's free and confidential.



**NC MEDICAID
OMBUDSMAN**