

NORTH CAROLINA

COUNTY DEPARTMENT OF SOCIAL SERVICES
NOTICE OF MEDICAID REDETERMINATION

Date mailed _____

This letter is about your Medicaid.

You have been eligible for Medicaid because you received a Supplemental Security Income (SSI) check. The Social Security Administration has told us that your SSI check will be stopped or suspended. Since your SSI check will be stopped or suspended, your county department of social services will review your situation to see if you are still eligible for Medicaid. If your SSI payment continues, your Medicaid will automatically continue.

You will receive Medicaid while the county department of social services reviews your situation. After they finish the review, you will receive a written notice telling you whether or not you remain eligible for Medicaid. If the county department of social services needs more information to complete the review, they will contact you. If you are contacted, please cooperate with the department of social services.

If you have questions about your SSI check or wish to appeal Social Security's decision regarding your SSI check, contact your local Social Security Office. You may also call the Social Security Administration at 1-800-772-1213.

If your Medicaid is continued and you do not receive Medicare, you may be required to enroll in Community Care of North Carolina/Carolina Access (CCNC/CA), the Medicaid managed health care program. If you receive Medicaid and Medicare, you may choose to enroll in CCNC/CA but you will not be required to do so. You must contact your local DSS within the next 30 days to choose a primary care provider (PCP). If you do not, a PCP will be assigned to you. The name of your PCP will be printed on your Medicaid card. You must use this health care provider for your health care and referrals to other doctors unless you request a change.

If you have questions about your Medicaid, please contact the county department of social services in the county where you live.

Should you have further questions regarding Medicaid, or North Carolina Health Choice, you may call the Department of Health and Human Services (DHHS) Customer Support Center, toll free at 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (Note: this is a TTY number that is for deaf or hearing impaired callers). The DHHS Customer Support Center is open from 8:00 a.m. until 5:00 p.m., Monday - Friday. Additional information about services in your community is also found on the Department of Health and Human Services website at www.ncdhhs.gov/.

SI USTED NECESITA ESTA INFORMACIÓN EN ESPAÑOL LLAME AL 1-800-662-7030 DE LUNES A VIERNES DE 8 AM A 5 PM.