

SSI MEDICAID DENIAL DUE TO REFUSAL TO PROVIDE HEALTH INSURANCE INFORMATION

In North Carolina, people who receive Supplemental Security Income (SSI) are automatically eligible for Medicaid. However, we have been advised by the Social Security Administration that you refused to provide information about your health insurance coverage.

Because providing this information is a requirement for Medicaid eligibility, your Medicaid coverage has been denied.

Your enrollment in Community Care of North Carolina/Carolina Access (CCNC/CA), the Medicaid managed health care program will also be terminated. Since Medicaid will no longer pay for any of your health care needs, it is very important that you inform your doctors that you no longer have Medicaid. If you want to continue to see your doctor, you will need to discuss with him or her how you will pay for your medical expenses. If you become eligible for Medicaid in the future, you may once again be required to enroll with Community Care of North Carolina/Carolina Access (CCNC/CA), the Medicaid managed health care program.

You may become eligible for Medicaid by providing information about your health insurance to the county department of social services in the county where you live.

If you disagree with the decision to deny your Medicaid, you may request a hearing. To request a hearing, contact the County Department of Social Services in the county where you live. You have 60 calendar days from the date of this letter to request the hearing.

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.