

September 2022

Renewing Medicaid Benefits

Remind Medicaid beneficiaries to read all mail from their local DSS office.

If changes have occurred regarding address, household size, or income, please advise members to call or visit their local Department of Social Services (DSS) office to report changes. The Local DSS Directory is available at: www.ncdhhs.gov/divisions/social-services/local-dss-directory.

Renewing Medicaid benefits

Recertification reminders are sent by the state, and the renewal forms must be filled out by a Medicaid beneficiary/guardian, or they could lose coverage.

What is the health plan doing to support?

Per state guidelines, each of the health plans are sending out postcards to members educating them on the importance of updating their contact information.

What can providers and their offices pass out?

The Healthy Blue postcards can be used as reminders for Medicaid beneficiaries and can be left in the lobby for patients to take. Healthy Blue representatives are delivering these postcards as they visit provider offices this fall. If you would like to request them, contact NC_Provider@healthybluenc.com

Can health plans say anything about a member renewing their Medicaid benefits?

Per the state, Prepaid Health Plans (PHPs) such as Healthy Blue are not allowed to discuss Medicaid renewals with members or the general public. The postcards we are sending members simply remind them to watch for their renewal notice in the mail and keep their contact information current with their local DSS office.

Who can the patients contact to update information?

The beneficiary/patient can contact their local DSS office, by calling the North Carolina Department of Health and Human Services at **800-662-7030** or visit www.ncdhhs.gov/divisions/social-services/local-dss-directory.

How can providers support?

A Healthy Blue representative can provide postcards for you to leave out in the lobby. If anyone asks about them, let them know that they serve as reminders for Medicaid members to update their demographic and other personal information. In addition, a Healthy Blue representative can visit the office and drop off collaterals that further educates patients on Medicaid and Healthy Blue. Healthy Blue can be contacted at **844-564-5070** or at NC_Provider@healthybluenc.com to answer any additional questions.

<https://provider.healthybluenc.com>

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Healthy Blue information from Blue Cross and Blue Shield of North Carolina.**

To start receiving emails from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (healthyblue.ly/NCmp).

