

What can I do if my Medicaid is canceled?

You have the right to ask why your Medicaid was canceled and if you can get coverage again.

If you received a letter stating that your Medicaid has been canceled or your coverage has been reduced, you can ask for “an appeal.” An appeal is your way to ask the state why your coverage was canceled and if you can get coverage again.

Follow these steps to make your appeal:

1. Contact your local social services agency right away.

You only have 60 days, or less than 2 months, to appeal your canceled Medicaid. Take action right away after you receive a letter. If you ask for a hearing within 10 days of the date on your letter, you can continue to receive benefits until the first hearing decision is made. Find your local social services agency at ncdhhs.gov/localDSS.

2. Request a hearing. Tell your DSS caseworker that you are requesting a hearing. For free help at your hearing, visit NCMedHelp.org and click “Get Legal Services” for information about the nonprofit law firms in your area.

3. Get help. Visit NCMedHelp.com to find FREE local legal help for your Medicaid coverage. If you think DSS was unfair or violated your rights in the Medicaid renewal process, you can call 1-800-936-4971 or email hawkinsinfo@charlottelegaladvocacy.org to report a violation.



FREE help is available.
NCMedHelp.org

NCMedHelp is a collaboration of:
The project is generously funded by the
Kate B. Reynolds Charitable Trust.



Contact these nonprofit organizations for free help when your Medicaid coverage is canceled.



Statewide, except for people living in Mecklenburg County.

Legal Aid of North Carolina • 866-219-5262



charlotte center
for **legal advocacy**

justice lives here.

For people living in Mecklenburg County.

Charlotte Center for Legal Advocacy

English: 800-438-1254 • Spanish: 800-247-1931



PISGAH
LEGAL SERVICES

For people living in Western North Carolina.

Pisgah Legal Services • 800-489-6144