

# How do I choose a Medicaid plan?

## What plan is best for me?

You were approved for Medicaid, but how do you pick the right plan? Read on for tips on choosing a plan and making the most of it.

Visit the North Carolina Department of Health and Human Services (NCDHHS) website to view all the plans available to you and your family. <https://ncmedicaidplans.gov/en/viewhealthplans>.

All health plans offer the same basic benefits and services. Each plan has different doctors that are included in the plan and extra services for Medicaid users. Taking time to choose the right plan for you can make all the difference.

**Check to see if your doctors and medical care providers are covered.** Many people want to keep seeing their current doctors and medical specialists. Each plan has its own network, meaning it will only cover a limited group of doctors, hospitals, and other healthcare providers.

***To see if your provider is included in the network, take these steps.***

### Ask Your Current Provider

Speak with your preferred doctors and healthcare providers directly about the Medicaid plans that they work with. Call their office staff to get a list of plans.

### Check Online

1. Visit <https://ncmedicaidplans.gov/en/find-plan-by-provider> to search which plans your providers work with.
2. Try to find a plan that works with all of your providers.

### Take advantage of extra benefits.

All health plans offer the same basic benefits and services. Many provide extra services for Medicaid users. These plans have added services for wellness, education, transportation, food assistance, and more. Pick a plan that best fits your needs.

NCDHHS has an online plan comparison tool that helps you see the added benefits of each plan.

1. Visit <https://ncmedicaidplans.gov/en/viewhealthplans>.
2. Select your County.
3. Select from the plans available in your area and compare them to see the extra services available.



**FREE help is available.**  
**NCMedHelp.org**

NCMedHelp is a collaboration of:  
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**You can change your plan.** If you're not satisfied with your plan, you can change plans. You can change your plan for any reason in the first 90 days after enrolling. If you want to change your plan more than 90 days after enrolling or your annual renewal, you need a special reason to change to a different plan.

**Need help choosing or changing your plan?** Visit [ncmedicaidplans.gov](https://ncmedicaidplans.gov) or call 833-870-5500. For additional support, contact the N.C. Medicaid Ombudsman at 877-201-3750 or <https://ncmedicaidombudsman.org/>. For more tips to pick a plan for you, visit: NC DHHS's Picking Medicaid Plans Page <https://ncmedicaidplans.gov/en/tips-choosing-health-plan>.

**Free help is available across North Carolina. Request legal assistance and learn about your rights as an NC Medicaid beneficiary by contacting one of these nonprofit organizations:**



**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**



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LEGAL SERVICES

**For people living in Western North Carolina.**

**Pisgah Legal Services • 800-489-6144**