



Dear Medicaid Provider:

On December 1st, we began welcoming new Medicaid Expansion members across North Carolina. With so many new patients joining Medicaid all at once, this will be a busy time for all of us. North Carolina's Medicaid Prepaid Health Plans (PHPs) and provider organizations are committed to making this transition as smooth as possible for new Medicaid members and for those who care for them.

Initial Well-care Visits

With the long-awaited access to healthcare that Medicaid Expansion brings, we are asking that our member practices work to get newly enrolled expansion members in for well-care visits as quickly as possible. We know this is an extremely busy time, but as you know, these initial visits are important to establishing a strong primary care relationship. Establishing familiarity between new Medicaid beneficiaries and their healthcare clinician is essential for building successful healthcare relationships and ensuring a positive patient experience. Establishing a solid primary care relationship ensures that patients have access to care to address medical concerns that might otherwise result in Emergency Department visits.

To assure that new Medicaid beneficiaries can get needed care, we want to remind you of two important aspects of Medicaid:

1. Prescriptions and orders written by clinicians not participating in Medicaid cannot be reimbursed by Medicaid. You may hear from a pharmacy about needing a new prescription for a newly insured Medicaid beneficiary assigned to your practice. Please assist them so they don't run out of important medications.
2. If your new Medicaid patient has been referred to a specialist, they may now need an authorization for that care. Please assist them by reaching out to their health plan to obtain that approval. The PHPs are committed to processing those requests quickly to avoid any disruption in patient care.

Bringing thousands of new patients into Medicaid is exciting and our work has just begun to increase access to care for many North Carolinians. The Medicaid PHPs and physician organizations are committed to working together to make this process successful. Please don't hesitate to reach out to the PHPs, or to us directly, with any questions or concerns. Contact information for each of the PHPs is attached.

Sincerely,

North Carolina Academy of Family Physicians
North Carolina Association of Health Plans
North Carolina Healthcare Association
North Carolina Medical Society
North Carolina Pediatric Society



PHP Provider Relations Contacts

AmeriHealth Caritas North Carolina

1-888-738-0004

<https://www.amerihealthcaritasnc.com/provider/index.aspx>

Carolina Complete Health

1-833-552-3876

<https://network.carolinacompletehealth.com/resources.html>

Ric Bruton

Director, Provider Network Support

rbruton@cch-network.com

HealthyBlue NC

1-844-594-5072

NC_provider@healthybluenc.com

<https://provider.healthybluenc.com/north-carolina-provider/home>

UnitedHealthcare Community Plan of North Carolina

800-638-3302

<https://www.uhcprovider.com/>

To chat with a live advocate, go to [UHCprovider.com](https://www.uhcprovider.com) and click Sign In at the top-right corner. 7 a.m. – 7 p.m. CT, Monday-Friday

WellCare of North Carolina

984-867-8637

813-283-3045 (FAX)

NCProviderRelations@wellcare.com

Ajhezza (AJ) Martinez

VP, Network Contracting & Management

Ajhezza.Martinez@wellcare.com