



Important changes for NC Medicaid patients

How to keep your Duke doctor in your health care plan

North Carolina is changing the way most Medicaid patients get their health coverage. *The changes were recently delayed but will still take place. If you previously received information from us, you will notice changes in the dates listed below to reflect the delay.*

If you were informed you must enroll in Managed Care, you have until Dec. 13, 2019 to choose a health plan offered by one of four companies.

All of the plans (AmeriHealth Caritas, HealthyBlue, UnitedHealthcare, and Well Care) must offer at least the same benefits and services you currently get through Medicaid. Duke Health and other health systems are still being added to these plans every day.

Duke plans to participate in one or more of these plans.

The new plans go into effect February 1, 2020.

Important information:

To keep my Duke doctor, what do I do?

Wait until Duke is added to select a plan. If you have already selected a plan, you have until April 30, 2020 to change your plan. To change your plan, call **1-833-870-5500**.

How will I know if Duke is participating in certain plans?

We will attempt to notify you by mail and email once Duke Health is added. Check **PlanForDuke.com** for updates.

Can I keep seeing my Duke doctor through January 31?

Yes, you will have access to Duke doctors and facilities now through January 31.

Learn more:
NCMedicaidPlans.gov
1-833-870-5500



DukeHealth