

NC Standard Plan Medicaid Contact List

For questions regarding NC Medicaid status, plan, or benefits:

Website: [Home | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://ncmedicaidplans.gov)

Phone: **1-833-870-5500** (TTY: 711 or RelayNC.com)

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

For information or treatment for individuals with Alliance Medicaid (this may be referred to as “Tailored Plan” or “Medicaid Direct”) or uninsured:

- Alliance Health Plan 24/7 Access and Information Line # 800-510-9132
Call to access Mobile Crisis or to receive information/referral to an Alliance treatment provider
<https://www.alliancehealthplan.org/>

For information or treatment for individuals with Healthchoice Tailored Plan, managed by Beacon Health Options:

- Contact the Beacon Health Options Customer Service number at 866-867-2537

Contact Information for Medicaid/Healthchoice Standard Plans:

AmeriHealth Caritas

Website: <https://www.amerihealthcaritasnc.com/>

Phone: **1-855-375-8811** (TTY: 1-866-209-6421)

Hours of operation: 24 hours a day, 7 days a week

Healthy Blue

Website: <https://www.healthybluenc.com/north-carolina/home.html>

Phone: **1-844-594-5070** (TTY: 711)

Hours of operation: 7 a.m. to 6 p.m., Monday through Saturday

United Healthcare Community Plan

Website: <https://www.uhccommunityplan.com/nc>

Phone: **1-800-349-1855** (TTY: 711)

Hours: 7 a.m. to 6 p.m., Monday through Saturday

Carolina Complete Health

Website: <https://www.carolinacompletehealth.com/>

Phone: **1-833-552-3876** (TTY: 711)

Hours of operation: 7 a.m. to 6 p.m., Monday through Saturday

WellCare

Website: <https://www.wellcare.com/NC>

Phone: **1-866-799-5318** (TTY: 711)

Hours of operation: 7 a.m. to 6 p.m., Monday through Saturday

Eastern Band of Cherokee Indians (ECBI) Tribal Option

Website: <https://www.ebcitribaloption.com/>

Phone: **1-800-260-9992** (TTY: 711)

Hours: 8 a.m. to 4:30 p.m., Monday through Friday