NC InCK NC INTEGRATED CARE FOR KIDS

What is Care Management?

Care management is for people and families facing health issues and other challenges*. It is a free service from Medicaid. Care managers offer personalized assistance with things like:

- Setting up appointments
- Coordinating rides to your doctor's appointments
- Finding food, school supplies, and baby supplies
- Understanding and using Medicaid benefits

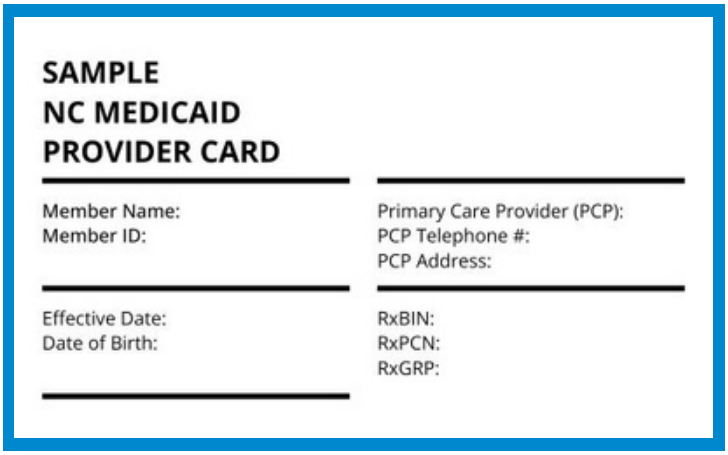
***Examples of other challenges:**

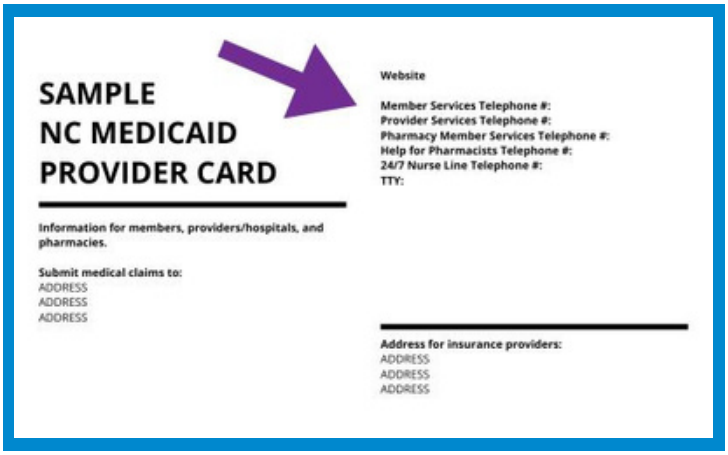
- Babies born too early
- Children in foster care
- Behind on rent or utilities
- Other stress and traumas

How to Get Started

There are three places you can request care management services:

1. **Your or your child's Medicaid:** Call the member services number on the back of the Medicaid card and ask about care management.





2. **Your or your child's doctor:** Talk to the doctor about care management. If you see a doctor through Lincoln Community Health Center or Duke Health, you can ask for care management using this form: https://tinyurl.com/dukewell. You can also call (919) 660-9355.
3. **Your local health department (in some cases):** Most health departments offer two care management programs:
    - **Care Management for High-Risk Pregnancy (CMHRP):** For pregnant people and those who have recently had a baby or have health issues or other challenges
    - **Care Management for At-Risk Children (CMARC):** For children 0-5 years old who have health issues or other challenges

Find your local health department by visiting https://tinyurl.com/NCpublichealth.

Medicaid Resources to Help You

Resource	Information
NC Health Navigator Program	Free help applying for Medicaid. Visit https://ncnavigator.org/medicaid/ or call 1-855-733-3711.
NC ePASS	Website to apply for Medicaid and other benefits like SNAP. Visit https://epass.nc.gov. Call 1-800-662-7030 for help with ePASS.
NC Medicaid Enrollment Broker	Information about different Medicaid plans and help changing your child's Medicaid plan. Call 1-833-870-5500.
NC Medicaid Ombudsman	Free help with problems or questions that your Medicaid plan can't fix. Call 1-877-201-3750.