

Explanation of CCNC/CA Policy and Procedure:

Community Care of North Carolina/Carolina ACCESS (CCNC/CA) is simply a managed care program of NC Medicaid in which you choose or are assigned a Primary Care Physician (PCP) who is printed on your card. You must become established with that PCP for your medical needs. Participation in CCNC/CA will not change your NC Medicaid and Health Choice coverage. If you need to see a specialist, you are required to obtain a referral from the PCP on your card at that date of service. Only the PCP on your card at that date of service can give you a referral (not even an ER doctor).

If you need to choose or wish to change your PCP, you will need to contact the practice you have chosen and ask if they are still a NC Medicaid CCNC/CA and Health Choice provider and if they are taking new patients. Your case worker at your local Department of Social Services (DSS) will be glad to link you to the new provider you have chosen. A change cannot be made to a current month; however, if the change is made before the cut-off of that month (four working days before the end of the month), it will be effective the first day of the following month. If the cut-off date has passed, the change will not be effective for another month. The change will prompt a new card to be generated. If the PCP on your current card will not give referrals until the change becomes effective, those providers you see during that time will need to call 919-855-4780 and press option # 8 to request an override.

Changes of address and other information on your card must be made at your local Department of Social Services (DSS). Eligibility, enrollment, and related issues or questions are also the responsibility of DSS.

Below are links to various topics on our DMA website:

- Main Web Page: <http://www.ncdhhs.gov/dma/>
- Eligibility Page: <http://www.ncdhhs.gov/dma/medicaid/who.htm>
- Eligibility Chart: <http://www.ncdhhs.gov/dma/medicaid/medicaideligchart.pdf>
- Annual Visit Limit (does not apply to beneficiaries under 21): <http://www.ncdhhs.gov/dma/provider/AnnualVisitLimit.htm>
- EPSDT (non-covered service request for Medicaid beneficiaries under 21 only - does not apply to Health Choice): <http://www.ncdhhs.gov/dma/epsdt>
- Billing Guide: <http://www.ncdhhs.gov/dma/basicmed/index.htm>
- Dental: <http://www.ncdhhs.gov/dma/mp/1dental.pdf>
- Family Planning Waiver: <http://www.ncdhhs.gov/dma/services/familyplanning.htm>
- OB/GYN: <http://www.ncdhhs.gov/dma/services/obgyn.htm>

- Optical (glasses for beneficiaries under 21 only – see other resources for adults below): <http://www.ncdhhs.gov/dma/optical/>
- Pharmacy: <http://www.ncdhhs.gov/dma/pharmacy/>
- Preferred Drug List (PDL): <http://www.ncdhhs.gov/dma/pharmacy/index.htm#pdl>
- Bulletins: <http://www.ncdhhs.gov/dma/bulletin/index.htm>
- Topics A-Z: <http://www.ncdhhs.gov/dma/provider/topicsa-z.htm>
- *You can also search for items using the tool bar located at the top right corner of the DMA website.*

Since NC Medicaid no longer covers eyeglasses and the exam for eyeglasses (refraction) for adults (children are still covered), below are suggested possible resources:

- Contact your local Chamber of Commerce, Town Hall, search the Internet, or yellow pages for local civic organizations that offer assistance such: Lions Club, Sertoma Club, or faith-based organizations.
- Ask a local Lenscrafters about their One Sight Program.
- Contact New Eyes for the Needy which is a national organization at 973-376-4903.
- Vision USA offers free services to qualifying applicants. Their telephone number is 800-766-4466.
- America's Best Contact Lens and Eye Glasses also offer assistance to those individuals who meet their requirements. Their telephone number is 800-411-1162.
- Zenni Optical may offer assistance and can be reached at 800-211-2105.
- Stores such as Wal-Mart, Sam's Club, BJ's, Sears, and Target often have sales and discounted eyeglasses.
- Many eye doctors and opticians offer an economy line of eyewear and/or package deals.