

## Carolina ACCESS The Benefits of Being a Member

Carolina ACCESS is North Carolina's managed care program. Carolina ACCESS links enrolled members with a medical home and a primary care provider (PCP), who coordinates medical care.

### What is a medical home?

A medical home:

- ✓ Is the one place you take your child for all their health care needs – regular check-ups, shots, sick visits, accidents and for treatment of special health needs. They will also coordinate health care with other doctors who may need to treat your child.
- ✓ Can be a doctor's office, a community health clinic or a local health department. Because the staff knows you, your child and your child's health history, they are able to offer the very best care for your child.
- ✓ Provides a PCP you can call for help when you need to. You no longer have to take your child to the emergency department when the problem does not threaten his life or his health without immediate treatment.
- ✓ Provides treatment and/or medical advice 24 hours a day, 7 days a week.

### Getting Medical Care as a member of Carolina ACCESS:

- You can change your child's medical home from a list of participating practices. Contact your caseworker at the local Department of Social Services for a complete list of participating practices. The name of the medical home is listed on the enclosed letter.
- Your child continues to be eligible for all the services that North Carolina Health Choice covers. Your child's PCP can tell you what is covered. Well child visits help prevent illness and find problems early. North Carolina Health Choice covers services that your child needs to correct a health problem, improve the problem, prevent it from getting worse or help the child live with the problem.
- Your child will need to see his PCP for most of his health care services. If your child needs to see a specialist, his PCP will refer him.
- The name of his medical home is printed on the attached letter. Check to make sure all the information is correct. If not, call your caseworker at the local Department of Social Services.
- If your child has never seen the PCP, call the office to make an appointment. Once this is done, your child will have a medical home where you can take him/her. Do not wait until he/she is sick. Children need to have regular checkups to help keep them healthy.

**Carolina ACCESS PCP:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Daytime Number:** \_\_\_\_\_ **After Hours Number:** \_\_\_\_\_

*Questions? Call your local Department of Social Services or call the CARE-LINE, Information and Referral Service, Monday-Friday, except state holidays, by calling 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (Note: This is a TTY number that is only answered for the deaf or hearing impaired). In the Triangle area, call 919-855-4400 (English/Spanish) or 919-733-4851 (TTY for hearing impaired).*