

CCNC/CA: THE BENEFITS OF BEING A MEMBER-MEDICAID

Community Care of North Carolina (CCNC) and Carolina ACCESS (CA) are two parts of Medicaid's managed care plan known as CCNC/CA. As a member of CCNC or CA, you are eligible for all the services that Medicaid covers. Being a member also has the following advantages:

Benefit	CCNC	CA	Regular Medicaid
Coverage	Same	Same	Same
A primary care doctor (a medical home)	Yes	Yes	No
A care manager to help manage your health	Yes	No	No
A place to call 24 hours a day, 7 days a week for medical advice	Yes	Yes	No requirement; patient may have to rely on the hospital emergency department for primary care
Special help in managing your medications	Yes	No	No
Monitored for Quality of care	Yes	No	No

You can choose your medical home. A different medical home can be chosen for each family member. Your primary care doctor knows your medical history and can help you get the care you need to stay healthy and active. **Your medical home can help you be as healthy as possible. Getting regular and preventive care promotes a healthy and happy life!**

Most of your health care can be provided in your medical home. This includes regular checkups, flu prevention, and other services to keep you healthy.

Your medical home provides treatment and/or medical advice 24 hours a day, 7 days a week. Check your Medicaid ID card for your doctor's daytime and after-hours phone numbers. By calling your medical home, it may mean you won't have to go to the doctor or the emergency room as often.

Your local [County Department of Social Services \(DSS\)](#) office has a complete list of participating doctors. If you do not choose a medical home, you may be automatically assigned to one.

Managing your own health care is important for good health. CCNC has health care managers who can assist you with such things as understanding your doctor's instructions, making appointments, explaining how to take your medications and teaching you how to manage your chronic care needs.

Your primary doctor will make referrals to other doctors if you need special care not provided in your primary doctor's office. They listen to what you have to say and work with you to reach your goals for better health.

CCNC has a team of doctor's and nurses who work with primary care doctors across the state. They help your doctor provide the best care for you as possible.

Questions? Call your local Department of Social Services or call the CARE-LINE, Information and Referral Service at 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (Note: this is a TTY number that is only answered for deaf or hearing impaired callers). The CARE-LINE is open from 7:00 a.m. until 11:00 p.m., 7 days a week, including state holidays. In the Triangle area, call 919-855-4400 (English/Spanish) or 919-733-4851 (TTY for hearing impaired). If your call requires further assistance from the Division of Medical Assistance, CARE-LINE staff may request you to call back during normal state business hours, 8 a.m.-5 p.m., Monday-Friday, except state holidays. *Additional information about services in your community is also found on the Department of Health and Human Services website at www.nccarelink.gov.*