# Carolina ACCESS Member Benefits-NCHC

Carolina ACCESS is North Carolina's managed care program. Carolina ACCESS connects each enrolled member with a "medical home" and a Primary Care Provider (PCP) who is familiar with your or your child and can manage and arrange for all types of necessary medical care.

## What is a Medical Home?

- ✓ The one place your child visits for all their healthcare needs – regular check-ups, shots, sick visits, accidents and for referral to specialists for special needs.
- ✓ The place your child goes for healthcare could be a doctor's office, a community health clinic or a local health department. The office and medical staff know you, your child and your child's health history, and offer the very best care for your child.
- ✓ A medical professional you can call for treatment and/or medical advice when your child is sick 24 hours a day, 7 days a week

## What do I need to know about my child's Medical Home?

- ✓ You no longer have to take your child to the Emergency Department for shots and medicine refills. Take your child to the Emergency Department only when they have a medical problem that threatens his life or his health without immediate treatment.
- ✓ You can change your child's medical home at any time by calling your caseworker at the local Department of Social Services to ask for a complete list of CA doctors in your area.
- ✓ *The name of your child's current Medical Home is listed on the enclosed letter.* Check to make sure all the information is correct. If not, call your caseworker at the local Department of Social Services to tell them about any mistakes about your child's information.
- ✓ If your child has not met their PCP, call the office to make an appointment for a healthy child check-up. Do not wait until he/she is sick. Children need to have regular checkups to help keep them healthy, and the doctor needs to get to know your child.
- ✓ Your child is eligible for all of the North Carolina Health Choice benefits listed in the Member Handbook. Your child's PCP can also tell you what is covered. Well child visits help find and care for health problems early NC Health Choice offers services your child needs to correct a health problem, improve the problem, prevent it from getting worse or help the child live with the problem.
- ✓ Take your child to see their PCP as the first stop for most of their medical care. Your doctor can tell you about any exceptions to this rule. If your child needs to see a specialist, their PCP will help find the right doctor and set up the appointment.

**Carolina ACCESS PCP:** _____

**Address:** _____

**City, State, Zip:** _____

**Daytime Number:** _____ **After Hours Number:** _____

*Questions? Call your local Department of Social Services or call the free CARE-LINE, Information and Referral Service, Monday-Friday (except state holidays) for English & Spanish customer service staff.*

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| ***NC Triangle area:*** | ***Helpline:*** | ***919-855-4400*** | ***TTY:*** | ***919-733-4851*** |
| ***All other areas of NC:*** | ***Toll Free Helpline:*** | ***1-800-662-7030*** | ***TTY:*** | ***1-877-452-2514*** |

Revised
November 2009