

NC MEDICAID MEMBER CONTACT INFORMATION

<p>AmeriHealth Caritas</p>	<ul style="list-style-type: none"> ▪ Website: https://www.amerihealthcaritasnc.com/member/eng/index.aspx ▪ Member Services (Provider, Specialist, BH Linkage): 1-855-375-8811 ▪ BH Crisis Line (24/7): 1-833-712-2262 ▪ Pharmacy Member Services: 1-855-375-8811 ▪ Transportation Services (ModivCare): 1-833-498-2262 ▪ Nurse Line (24/7): 1-888-674-8710 ▪ Member Handbook: https://www.amerihealthcaritasnc.com/assets/pdf/member/eng/member-handbook.pdf
<p>Carolina Complete Health</p>	<ul style="list-style-type: none"> ▪ Website: https://www.carolinacompletehealth.com/members/medicaid/resources.html ▪ Member Services (Provider, Specialist, BH Linkage): 1-833-552-3876 ▪ BH Crisis Line (24/7): 1-855-798-7093 ▪ Pharmacy Member Services: 1-833-552-3876 ▪ Transportation Services (ModivCare): 1-855-397-3601 ▪ Nurse Line (24/7): 1-833-552-3876 ▪ Member Handbook: https://www.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH-Current-PDF-Member-Handbook-ENG.pdf
<p>Healthy Blue</p>	<ul style="list-style-type: none"> ▪ Website: https://www.healthybluenc.com/north-carolina/home.html ▪ Member Services (Provider, Specialist, BH Linkage): 1-844-594-5070 ▪ BH Crisis Line (24/7): 1-844-594-5076 ▪ Pharmacy Member Services: 1-844-594-5084 ▪ Transportation Services (ModivCare): 1-855-397-3602 ▪ Nurse Line (24/7): 1-844-545-1427 ▪ Member Handbook: https://www.healthybluenc.com/north-carolina/ncnc_caid_memberhandbook_eng.pdf
<p>United HealthCare Community Plan</p>	<ul style="list-style-type: none"> ▪ Website: https://www.uhccommunityplan.com/nc/medicaid/medicaid-uhc-community-plan ▪ Member Services (Provider, Specialist, BH Linkage): 1-800-349-1855 ▪ BH Crisis Line (24/7): 1-877-334-1141 ▪ Pharmacy Member Services: 1-800-349-1855 ▪ Transportation Services (ModivCare): 1-800-349-1855 ▪ Nurse Line (24/7): 1-855-202-0992 ▪ Member Handbook: https://www.uhccommunityplan.com/content/dam/uhccp/plandocuments/handbook/en/NC-Medicaid-Handbook-EN.pdf
<p>WellCare of NC</p>	<ul style="list-style-type: none"> ▪ Website: https://wellcare.com/North-Carolina/Members/Medicaid-Plans/WellCare-of-North-Carolina ▪ Member Services (Provider, Specialist, BH Linkage): 1-866-799-5318 ▪ BH Crisis Line (24/7): 1-833-207-4240 ▪ Pharmacy Member Services: 1-866-799-5318 ▪ Transportation Services (One Call): 1-877-598-7602 ▪ Nurse Line (24/7): 1-800-919-8807 ▪ Member Handbook: Download from website above
<p>NC Medicaid Direct</p>	<ul style="list-style-type: none"> ▪ Website: https://www.nctracks.nc.gov/content/public/recipients.html ▪ NCTracks Call Center: 1-800-688-6696 ▪ Transportation Services: Contact local Department of Social Services ▪ Pharmacy Call Center: 1-866-246-8505
<p>MCOs (BH/IDD/SUD)</p>	<ul style="list-style-type: none"> ▪ Alliance Health (Cumberland): 1-800-510-9132 ▪ Eastpointe (Robeson, Sampson): 1-800-913-6109 ▪ Sandhills Center (Harnett, Hoke, Moore): 1-800-256-2452
<p>Mobile Crisis</p>	<ul style="list-style-type: none"> ▪ Easter Seals (Sampson): 1-800-913-6109 ▪ Monarch (Robeson): 1-910-618-5606 ▪ Therapeutic Alternatives (Cumberland, Harnett, Hoke, Moore): 1-877-626-1772