

# NC Get Covered Coalition Meeting

**June 9, 2023**

## **Purpose of Meeting:**

- **To convene and educate organizations interested in connecting North Carolinians to health coverage**
- **Collaborative learning**
- **Understand what is working well**
- **Find solutions to challenges**

**This Meeting Will Be Recorded**



**NC Get Covered**



# Today's Meeting

- Medicaid Unwinding Resources & Discussion
- Webinars, Calls & Training
- Partner Updates

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*Happy*  
**PRIDE  
MONTH**

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**NC Get Covered**



# Medicaid Unwinding Resources

## Beneficiary Information

[NC Medicaid Recertification Page](#)

[NC Medicaid Beneficiary Webpage](#)

[NC Medicaid Beneficiary Help Center](#)

[NC Medicaid Recertification Fact Sheet](#)

## Issues With Medicaid

[NCMedHelp.org/com](#)

[NC Medicaid Ombudsman](#)

[NC Medicaid Ombudsman Fact Sheet](#)

## Uninsured Resources

[NCCHCA - Find A Health Center](#)

[NC Association of Free & Charitable Clinics](#)

[Access Health NC - Donated Care Networks](#)

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# Sample DSS Letters

## Medical Assistance Renewal Notice

It is time to renew your Medicaid/NC Health Choice coverage.

You can renew your Medicaid/NC Health Choice by mail, by phone, or in person.

Please **provide the requested information and complete this renewal form by:**

- Answering all of the questions on the form
- Adding any missing information
- If any information has changed, writing in the right information.
- Signing the form
- **Return this form by**

If you do not return the form by this deadline, you may lose your Medical coverage

We will check your answers using information from computer data sources, including the Social Security Administration, the Department of Homeland Security and others. If the information does not match, we may ask you to send more information.

By accepting North Carolina Medicaid/NC Health Choice you understand that the information you give will be checked. You agree to help do that and let the Medicaid/NC Health Choice agency get the information it needs to determine eligibility from government agencies, employers, medical providers, and others. Medicaid/NC Health Choice also has the right to seek money you receive from other sources like insurance payments or lawsuits for services Medicaid has paid for you and your other household members that are receiving a Medicaid/NC Health Choice benefit.

Individuals eligible for Medicaid may be eligible for assistance with transportation to medical appointments.

Contact the Department of Social Services if you have questions, need assistance in obtaining verifications, or need assistance completing this form.

If you are NOT registered to vote where you live now, would you like to register to vote here today?

Yes  No

IF YOU DO NOT CHECK EITHER BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

If you want to register to vote or to update your registration, you can complete a voter registration form at [www.ncsbe.gov/NVRA/01](http://www.ncsbe.gov/NVRA/01), or ask your caseworker or contact your local DSS for a voter registration form, and if you

## Request for Information

To: \_\_\_\_\_ County Case No. \_\_\_\_\_  
Address: \_\_\_\_\_ District No. \_\_\_\_\_  
\_\_\_\_\_  
Worker's Name \_\_\_\_\_  
Date: \_\_\_\_\_ Telephone Number \_\_\_\_\_

We need additional information to process your Medicaid/Special Assistance application/re-enrollment. Provide this information by \_\_\_\_\_ to ensure that your application/re-enrollment is processed promptly. If you need more time, contact us.

If you cannot get the items checked below, there are other items we can use. Continue reading for other items we can accept. We were unable to verify your information electronically.

- Your income exceeds the maximum income limit for Medicaid. Based on gross monthly income amount of \$ \_\_\_\_\_ from \_\_\_\_\_, you will be required to meet a deductible. If this income amount is incorrect, you may contact your Medicaid caseworker. The amount of your deductible for the months of \_\_\_\_\_ through \_\_\_\_\_ is \$ \_\_\_\_\_.
- Provide medical bills from \_\_\_\_\_ to present including any old paid or unpaid medical bills and anticipated medical expenses to meet the deductible amount listed above.
- Medical verification of pregnancy \_\_\_\_\_
- Verification from physician confirming the number of children expected.
- FL-2 completed by doctor \_\_\_\_\_
- Proof of income for \_\_\_\_\_ for the month(s) of \_\_\_\_\_
- Proof of self-employment income and expenses from \_\_\_\_\_ or income tax return for the year \_\_\_\_\_
- Bank account numbers or statement(s) showing balance for the months of \_\_\_\_\_
- Bank Consent form/Release of Information forms signed by \_\_\_\_\_
- Life insurance policies or the name of the insurance companies and policy numbers for \_\_\_\_\_
- Proof of beneficiary of the annuity \_\_\_\_\_
- Proof that North Carolina Medicaid Program is named as a Remainder Beneficiary for an annuity \_\_\_\_\_
- Name and contact information for issuer of an annuity \_\_\_\_\_
- Social Security Number for \_\_\_\_\_
- Documentation of alien status for \_\_\_\_\_
- Apply for Unemployment Benefits for \_\_\_\_\_
- Apply for Social Security Disability for \_\_\_\_\_

[Medical Assistance Renewal Notice](#)  
[Spanish](#)

[Request for More Information](#)  
[Spanish](#)

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# Medicaid Unwinding Messaging



- Read all mail/messages from DSS
- Make sure your local DSS has your up-to-date contact information (address, phone and e-mail)
- Set up an enhanced ePass account

[CCU Unwinding Toolkit](#)

[NC Medicaid Recertification Video - 15s](#)

[NC Medicaid Recertification Video - 30s](#)

[NC Medicaid Recertification Video - 60s](#)

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# Enhanced ePASS

The screenshot shows the North Carolina ePASS website. At the top left is the logo for North Carolina ePASS. To the right are navigation links for Home, Apply, Sign up, and Log in. Below the navigation are language options for English and Español. A large blue banner on the left contains the heading 'Welcome to ePASS' and three bullet points: '- ePASS is a way to apply for Benefits and services in North Carolina.', '- New applicants and existing beneficiaries can create an account.', and '- An enhanced account for Medical Assistance lets you report changes and view case details online. For more information see below.' The background of the banner shows silhouettes of people holding hands against a sunset. Below the banner are five white boxes with rounded corners, each containing a heading and a description of a service, with a blue arrow pointing right at the bottom of each box. The boxes are: 'Apply for benefits' (Medical Assistance, Food & Nutrition Services, Energy Assistance or TANF - Work First); 'Apply for FNS without an account' (Food & Nutrition Services (FNS) without creating an account); 'Apply for Energy Assistance' (Energy Assistance (LIEAP/CIP/LIHWAP)); 'Enhance your account' (An enhanced account lets you report changes and view case details online. If you have an existing account log in and select your account or select here to learn more. If you do not have an account sign up and select here to learn more.); and 'Learn more' (Learn more about the programs you can apply for).

[ePass Sign-Up Page](#)

[ePASS FAQ sheet](#)

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**How aware is your community of Medicaid Unwinding?**

**Has your organization been assisting consumers with recertifications?**

**Are you helping with ePass sign-ups?**

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# Webinars, Calls & Conference

## **CMS Region IV - NC Stakeholder Call**

June 20, 2023 | 11:00AM

Registration: <https://bit.ly/45Wf8Vh>

## **CMS Atlanta Marketplace Stakeholder Monthly Call**

June 21, 2023 | 1:00PM

Registration: <https://bit.ly/43JRom1>

Meeting ID: 1614601738 | Password: 595144

## **Medicaid and CHIP Continuous Enrollment Unwinding: What to Know and How to Prepare, A Partner Education Monthly Series**

June 28, 2023 | 12:00PM

Registration: <https://bit.ly/3OW5Pf2>

Past Webinars: <https://go.cms.gov/3P2AUkk>

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# Free Reconnect for Resilience in Healthcare Virtual Training Partnership with [Resources for Resilience](#)

Healthcare workers across North Carolina are invited to join us online for this FREE training. Our interactive training explores the biological effects of stress and trauma and offers healthcare staff a set of practical tools to support resilience in themselves and their patients.

14 hours of continuing education credits are available through our partnership with the Mountain Area Health Education Center (MAHEC) at additional cost.

## English Training

Thurs. June 15 & Fri. June 16 | 9am-5pm

Registration: <https://bit.ly/41QSBqH>

## Spanish Training

Wed. June 21 & Thurs. June 22 | 9am-5pm

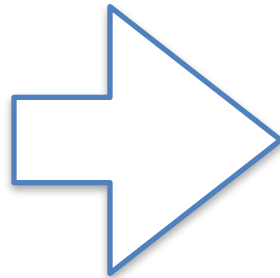
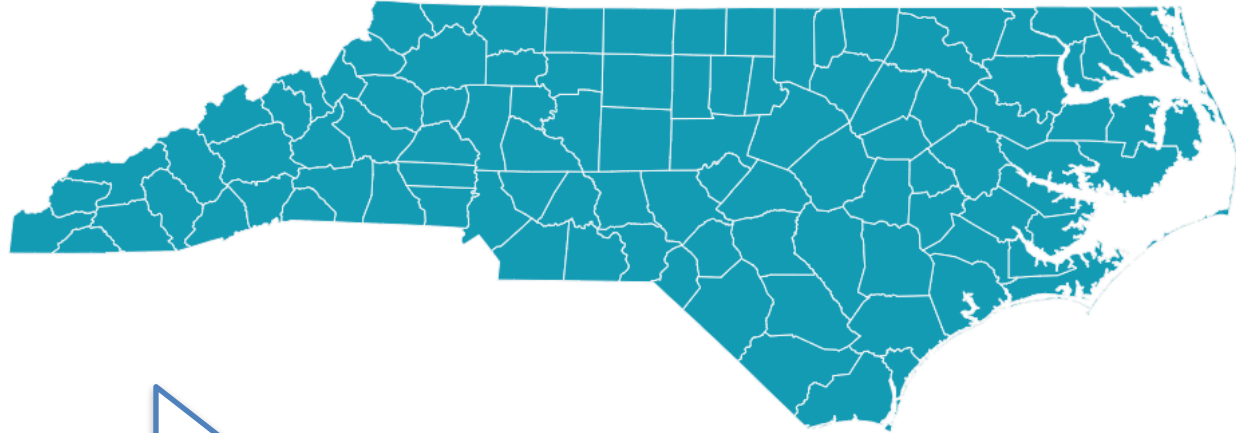
Registration: <https://bit.ly/3VxpgGx>

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# Partner Updates

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## New Sign-Up Form!

Add my organization to the Resource Map

✓ Select Services

- Access to Healthcare (1)
- Education (2)
- Family Literacy (1)
- Food (2)
- Housing (2)
- Interpersonal Violence / Toxic Stress (1)
- Workforce Development Programs (1)

Select County

Search terms...



www.EquityPN.org

# Thank You!

**Erin Storie**

**NC Get Covered Coordinator**

**Director of Communications**

**Care Share Health Alliance**

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**Next Meeting - July 14, 2023 at 1:00pm**

