What You Need to Know About Your Medicaid During COVID

1) County DSS offices may close lobbies and restrict face-to-face interaction, but should provide the public with alternative methods of contact, including telephone, mail, online, and utilizing a drop box. This information should be posted online on the county website and on signage at their physical locations.

2) Individuals receiving Medicaid must not be terminated from Medicaid unless they move out of state or request their Medicaid benefits be terminated.

3) If documentation and/or electronic sources of information are not available, DSS should accept statements by applicants or beneficiaries regarding their eligibility, including financial resources and medical expenses; this self-attestation guidance does not apply to citizenship or immigration status.

4) Beneficiaries who are temporarily relocated outside of NC continue to meet state residency requirements.

5) Beneficiaries have 90 days to request a hearing on a change in their eligibility.

6) Enrollment fees and premiums for individuals receiving NC Health Choice or Health Care for Workers with Disabilities are waived.