

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.