



[Head of Household]
[Address Line 1]
[Address Line 2]
[City], [State] [ZIP Code]

Questions?

- ▶ Go to ncdhhs.gov/coronavirus.
- ▶ Or call the Triage Plus Helpline at **1-877-490-6642**, 7:00 a.m. to 11:00 p.m., 7 days a week.
- ▶ To get updates, text **COVIDNC** to **898-211**.

Dear [Head of Household]:

[Date]

North Carolina Medicaid is concerned about your health and wellbeing during the COVID-19 outbreak. In response to COVID-19, we have made temporary changes in how you get Medicaid services. We are also providing new ways for health care providers to care for you.

This letter has information on COVID-19 and temporary changes in Medicaid. It also has resources to support you through this emergency.

Stay Informed

- To find general information, go to cdc.gov/coronavirus.
- To find information for North Carolina, go to ncdhhs.gov/coronavirus.

Prevent Exposure

- Stay home.
- Maintain social distance from others (at least 6 feet, if possible).
- Wash your hands with soap often.
- Cover coughs and sneezes.
- Clean and disinfect frequently touched surfaces.
- Avoid close contact with people who are sick.

Stay Healthy

Will my Medicaid or NC Health Choice benefits change?

- No. Your benefits will not end during this emergency. Medicaid and NC Health Choice eligibility will be extended through the end of the emergency.

More on back ▶▶▶

- You can get up to a 90-day supply of most prescriptions. You can also get all prescriptions filled at the same time to reduce the number of times you have to leave the house.

How can Telehealth help me stay healthy?

- Telehealth is a way for your doctor to provide you care by telephone, smartphone or computer from the comfort of your home.
- You can receive therapy, mental health and some developmental disability services by telephone, smartphone or computer.
- Your visual aid (eyeglasses and medically necessary contact lenses) and hearing aid providers can provide some services by telephone.
- Telehealth is a great way to keep taking care of your health without having to leave your home. For many visits, including if you feel sick, telehealth can protect you and others from COVID-19.
- To learn more about Telehealth, go to bit.ly/2y1Hy4E.

What do I do if I get sick?

- Stay at home and call your doctor. Or call **1-877-490-6642** for advice.
- Stay at home but keep yourself away from your family if you have COVID-19 symptoms such as fever, cough or shortness of breath.
- If you are experiencing life threatening illness or if you have severe symptoms such as shortness of breath, difficulty breathing, chest pain or pressure, blue lips or confusion, call **911**.

How can I get more help or information?

- Call your doctor or other provider of service listed on your Medicaid card.
- Go to ncdhhs.gov/coronavirus.
- You can also call the NC Medicaid Contact Center at **1-888-245-0179**.

Stay Informed, Prevent Exposure, Stay Healthy

NC Medicaid

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- ▶ Go to medicaid.ncdhhs.gov or call **1-877-490-6642** for advice.
 - ▶ Email your questions about Medicaid benefits to medicaid.COVID19@dhhs.nc.gov.