

NC Department of Health and Human Services

Medicaid Enrollment and the CYSHCN Help Line

The Outreach Team

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The Outreach Team

The Outreach Team promotes:

- Enrollment in the NC Medicaid program
- The Children and Youth with Special Health Care Needs Help Line
- Resources for families

Source: <https://www.ncdhhs.gov/divisions/division-child-and-family-well-being>



Source: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices/nc-medicaid-outreach>

NC Medicaid Program

What is NC Medicaid?



Source: <https://medicaid.ncdhhs.gov/>

NC Medicaid is:

- a publicly funded health insurance program
- open to North Carolina residents who meet income, age, and immigration guidelines.

NC Medicaid - Does My Child Qualify?

The child must:

- live in North Carolina and have proof of residency,
- have proof of eligible immigration status,
- be age 0-18.

Source: <https://medicaid.ncdhhs.gov/>

The household must:

- meet the income guidelines.



Source: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices/nc-medicaid-outreach>

NC Medicaid - Does My Child Qualify?

Monthly Income Guidelines: Updated April 1, 2024

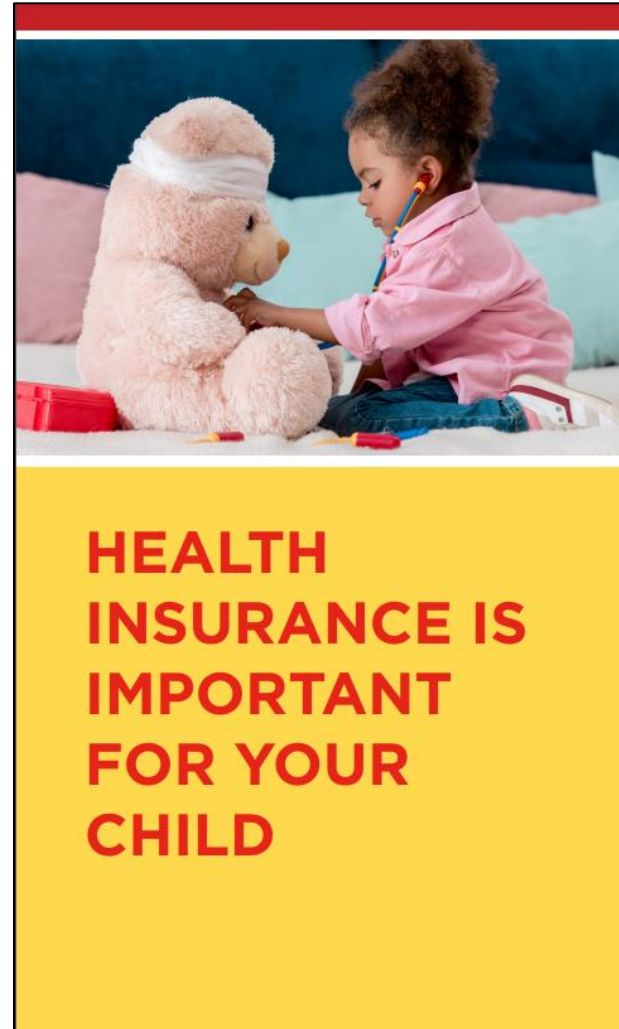
Family Size	Medicaid for Children (0-18 years old)
2	\$3,595 or less
3	\$4,541 or less
4	\$5,486 or less
5	\$6,432 or less
6	\$7,378 or less
add for each additional child	\$946

Source: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices/nc-medicaid-outreach>

Why should your child have health insurance?

Having health insurance has many benefits, including:

- Well-child visits
- Sick visits
- Services for children with special needs
- Mental health services
- Dental care
- Vision & hearing care
- Medical equipment & supplies
- Hospital care
- Immunizations
- Medications



Source: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices/nc-medicaid-outreach>

NC Medicaid Program- Barriers to Enrollment

Source: Getty Images



- **Lack of Information**
 - Benefits of services
 - Who is eligible
 - How to apply
- **Immigration Concerns**

Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8796937/>

NC Medicaid Program



ePASS

epass.nc.gov



Paper application

medicaid.nc.gov/print-application



**In person at your
local DSS office**

ncdhhs.gov/localDSS



Call DSS office

ncdhhs.gov/localDSS

Health Insurance Resources

If you need help with Medicaid:

NC Medicaid Ombudsman

<https://ncmedicaidombudsman.org/>

877-201-3750

If you need help finding Health Insurance:

NC Navigator Consortium

<https://ncnavigator.net/>

1-855-733-3711

The Children and Youth with Special Health Care Needs Help Line

HELP LINE

for Children and Youth with Special Health Care Needs



1-800-737-3028
CYSHCN.Helpline@dhhs.nc.gov

HELP LINE

- Health care services available under government and community programs
- Resources to help pay for medications, equipment/supplies, adaptive devices, utilities, or food
- Available health care and dental providers
- Information on how to find services when relocating to and within NC
- Health care transitions, guardianship, and alternatives to guardianship

Additional Resources

Children and Youth with Special Health Care Needs Webpage



<https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices>

<https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/best-practices/children-and-youth-special-health-care-needs>

You are not alone!



Source: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/>

How can we help?

Thank You!

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