



## Changes are coming to Medicaid after April 1, 2023

On April 1, 2023, your Department of Social Services (DSS) will begin checking to see if you are still eligible for Medicaid.

DSS will start reducing or terminating Medicaid for those who are no longer eligible. They will terminate coverage for those that do not return the information needed to determine their eligibility.

### What should I do?

- Contact your local DSS office to make sure they have your current mailing address, phone number, email, and other contact information.
- Watch for mail, texts, or phone calls from DSS and respond promptly.
- Redeterminations will continue on a rolling basis. You will be contacted by DSS between April 1, 2023-May 31, 2024 to determine your eligibility.

### What if I lose my Medicaid coverage?

#### *You have the right to appeal*

You have 60 days from the date of the notice to ask for an appeal. To ask for **free legal assistance** with your appeal, visit [NCMedhelp.org](https://www.ncmedhelp.org)

#### *You may qualify for a Special Enrollment Period*

Individuals who are no longer eligible for Medicaid may be eligible to enroll in Medicare or Marketplace coverage with a special enrollment period.

- **Health Insurance Navigators**
  - Health Insurance Navigators offer free, unbiased help enrolling in the Marketplace.
  - 1-855-733-3711
  - [ncnavigator.net](https://www.ncnavigator.net)
- **NC Seniors' Health Insurance Information Program (SHIIP)**
  - SHIIP counselors offer free and unbiased information regarding Medicare health care products and eligibility
  - 1-855-408-1212





## You have the right to:

- ✓ **Reach DSS by phone** during the redetermination process. This includes the right to leave a message instead of remaining on hold and to have your call returned within a reasonable time.
- ✓ **Request and receive help from DSS** to obtain the information needed to redetermine your eligibility.
- ✓ **Have DSS accept your detailed statement** about your income, assets, and most other facts needed to verify your eligibility, in writing or verbally, without providing supporting documents.
- ✓ **Not to be asked to verify information** DSS can obtain through electronic sources or to verify information that is not needed to redetermine your eligibility.
- ✓ **Have your Medicaid eligibility considered** under all categories, including an alleged disability, before your Medicaid can be terminated or reduced.
- ✓ **Receive written notice** that tells you what action has been taken and the reason it has been taken before your Medicaid is stopped or reduced.
- ✓ **Have your Medicaid reopened by DSS** if it was terminated due to failure to provide information and you can provide the missing information within 90 days of when your Medicaid was terminated.

**If you think your rights were violated by DSS, call 1-800-936-4971 or email [hawkinsinfo@charlottelegaladvocacy.org](mailto:hawkinsinfo@charlottelegaladvocacy.org).**

## Free legal assistance may be available

If you think your Medicaid was wrongfully reduced or terminated, free legal assistance may be available:

- o **Charlotte Center for Legal Advocacy:**  
English: 800-438-1254  
Spanish: 800-247-1931
- o **Legal Aid of North Carolina**  
866-219-5262
- o **Pisgah Legal Services**  
800-489-6144

