

Member Handbook Update



As of July 1, 2022, Medicaid copays have increased to \$4.00. There are no changes to NC Health Choice copays. This update replaces the information on page 40-42 in the Member Handbook.



Health Plan Member Copays

Some members may be required to pay a copay. A “copay” is a fee you pay when you get certain health care services from a provider or pick up a prescription from a pharmacy.

Copays if You Have Medicaid*

Service	Your Copay
<ul style="list-style-type: none">• Chiropractic visits• Doctor visits• Non-emergency and emergency department visits• Optometrist and optical visits• Outpatient visits• Podiatrist visits	\$4 per visit
<ul style="list-style-type: none">• Generic and brand prescriptions	\$4 per prescription

*There are **NO Medicaid copays** for the following people or services:

- Members under age 21
- Members who are pregnant
- Members receiving hospice care
- Federally recognized tribal members
- North Carolina Breast and Cervical Cancer Control Program (NC BCCCP) beneficiaries
- Children in foster care
- People living in an institution who are receiving coverage for cost of care
- Behavioral health services
- Intellectual/developmental disability (I/DD) services
- Traumatic brain injury (TBI) services

A provider cannot refuse to provide services if you cannot pay your copay at the time of service. If you have any questions about Medicaid copays, call Member Services at **1-866-799-5318**.

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Copays if Your Child Has NC Health Choice*

Service	Your Copay
If you <u>do not</u> pay an annual enrollment fee for your child or children:	
• Office visits	\$0 per visit
• Generic prescriptions • Brand prescriptions when generic is not available • Over-the-counter (OTC) medications	\$1 per prescription
• Brand prescriptions when generic is available	\$3 per prescription
• Non-emergency and emergency department visits	\$10 per visit
If you <u>do</u> pay an annual enrollment fee for your child or children:	
• Office visits • Outpatient hospital visits	\$5 per visit
• Generic prescriptions • Brand prescriptions when generic is not available • Over-the-counter (OTC) medications	\$1 per prescription
• Brand prescriptions when generic is available	\$10 per prescription
• Non-emergency and emergency department visits	\$25 per visit

*There are **NO NC Health Choice copays** for the following people or services:

- Federally recognized tribal members



If you have any questions about NC Health Choice copays, call Member Services at **1-866-799-5318**.

Auxiliary Aids and Interpreter Services

You can get free materials in large print and other auxiliary aids and services. Call **1-866-799-5318 (TTY/TDD 711)**. If English is not your first language, free interpreter services are available. Call **1-866-799-5318 (TTY/TDD 711)**.

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-866-799-5318 (TTY/TDD 711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-866-799-5318 (TTY/TDD 711)**.

中国人 (Chinese): 您可以免 获得各种 料的大字版以及其他 助工具和服 。 致 **1-866-799-5318 (TTY/TDD 711)** 。 如果英 不是您的首选 言，我 提供免 的翻 服 。 致 **1-866-799-5318 (TTY/TDD 711)** 。