

Date: Monday November 21, 2022

Q1. If a person is currently receiving Medicaid and receiving services at a FQHC for Medication-assisted treatment but not any other services through Trillium, will they receive letters regarding tailored plan?

Answer: Please reach out to NC Medicaid or the Enrollment Broker to ask about eligibility. Trillium does not determine which members will be placed on the Standard or Tailored Plans.

NC Medicaid Contact Center

Provider and beneficiary information on Medicaid and NC Health Choice policies and procedures.

Phone: 888-245-0179

Monday - Friday 8 a.m. - 5 p.m.

Closed on State Holidays

NC Medicaid (enrollment broker):

Call to get answers to questions about NC Medicaid Managed Care. The call is toll free. They can speak with you in other languages.

Phone: 1-833-870-5500 (TTY: 711 or RelayNC.com)

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

You may also use the chat tool to chat online: ncmedicaidplans.gov