



844-594-5070 (TTY 711)  
[www.healthybluenc.com](http://www.healthybluenc.com)



# Quick start guide



# Welcome

## to your new health plan.

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**We're glad you're our member!** This guide will help you learn how to use Healthy Blue for your Medicaid benefits and services. For more information, check your member handbook or go online to [www.healthybluenc.com](http://www.healthybluenc.com).

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## Getting started

As a new member, we know you have questions, and we want you to get the most out of your benefits. We also know you're short on time! Learn the basics about your health plan in our welcome video. Visit [www.healthybluenc.com](http://www.healthybluenc.com).

**Here are some key things to know and do to help you get started with your health plan.**

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## Look for your member ID card

Look for your Healthy Blue member ID card in the mail. You'll use it to go to the doctor, get prescriptions and in case of an emergency. If it doesn't come in the mail by your first day as a new member, just give us a call at **844-594-5070 (TTY 711)**.



## Make an appointment with your PCP

Your **primary care provider (PCP)** is listed on your ID card and in your online account. This is your main doctor who will help you get your regular medical care. Your PCP may be an Advanced Medical Home (AMH) provider to help manage your health care needs. If you didn't choose a PCP, you may have been auto-assigned a PCP or AMH provider, but it's easy to switch if you need to.

### Call to set up a visit with your PCP as soon as you can.

Their phone number and address are on your ID card. Getting a checkup now will help your PCP learn about your medical history before any health issues occur.

### Need help making an appointment?

Call our Member Services team. We're here for you!

### Need to change your PCP?

You can change your PCP using your online account or by calling Member Services.



## Create your online account

This will allow you to access the secure member area of our website. Here, you can:

- Change your PCP
- View or print your member ID card
- Send a private message to Member Services
- Manage your prescriptions



**It's quick and easy to access your account!**  
You'll just need your ID (identification) number (shown on your ID card), your birth date and your ZIP code. [healthybluenc.com/login](https://healthybluenc.com/login)









## Learn about your benefits

With us, you get all your regular benefits, plus some extras — all free to eligible members!

### Dental benefits (adults)

- Exams, cleanings and X-rays

### Transportation

- \$20 Uber gift card
- Rides to the doctor and pharmacy



### Help with investing in your future

- GED exam voucher (\$160 value)



### Activities for an active and healthy lifestyle

- WW (formerly Weight Watchers®) vouchers (13 weeks)
- Boys & Girls Club or other youth club membership

### Long-term services and supports, including

- Up to 10 rides to personal appointments



### Resources and support such as

- Community Resource Link to help you find housing and food





For a full list of your benefits, be sure to check your member handbook or go online to [www.healthybluenc.com](http://www.healthybluenc.com).

**Talk to a nurse 24 hours a day, seven days a week, even on holidays. If you're not sure if you're having an emergency, call the 24/7 NurseLine at 844-545-1427.**

**Know where to go: emergency vs. urgent care**

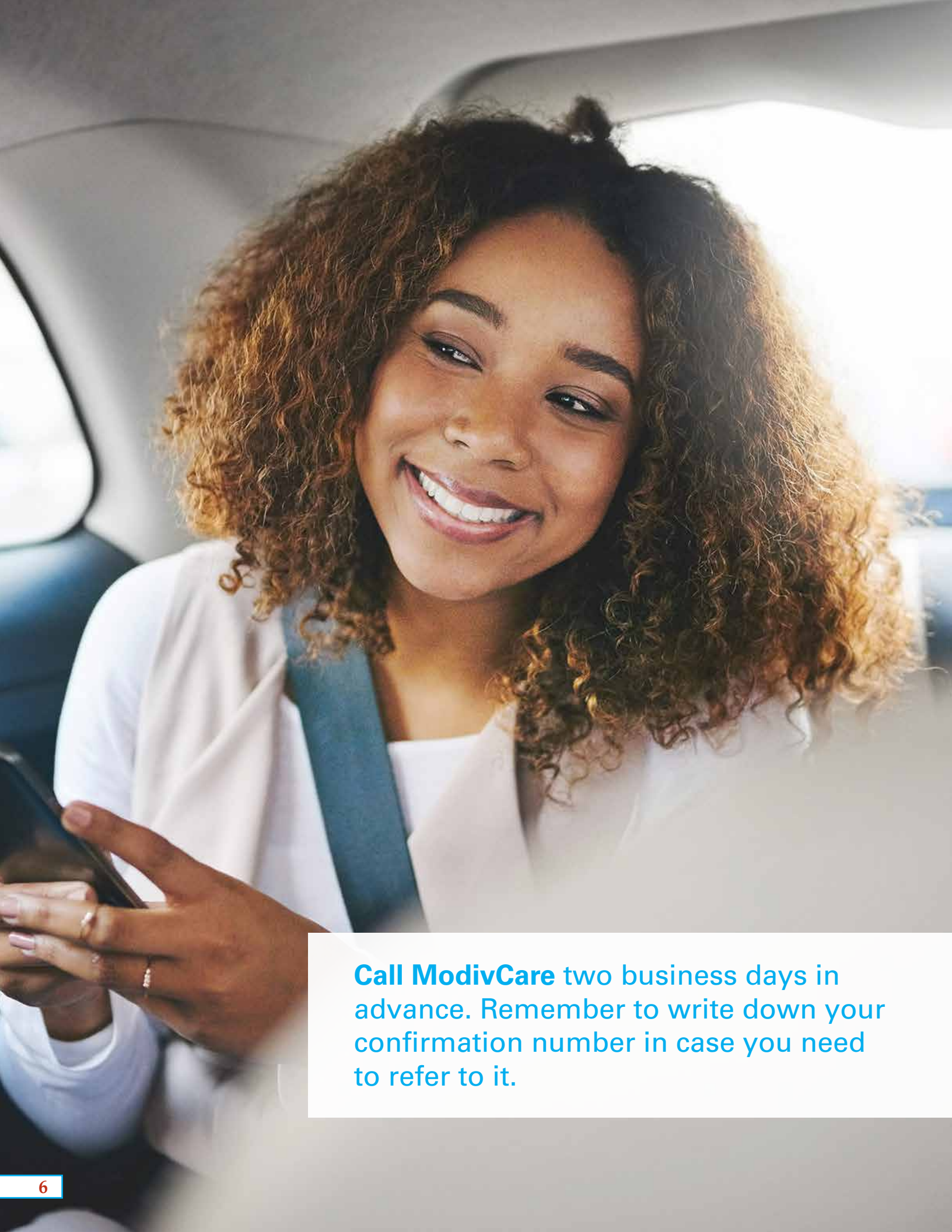
The emergency room (ER) is for a true emergency. When you need care right away, but it's not an emergency, an urgent care center can get you the care you need without the wait time of the ER.

| <br><b>Urgent care</b>                                                                                                       | <br><b>Emergency room</b>                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Treats not life-threatening situations                                                                                                                                                                        | Treats true medical emergencies                                                                                                                                                                                                    |
| Doctors and nurses usually have access to X-rays and labs onsite                                                                                                                                              | Doctors and nurses are equipped to handle major trauma and surgery                                                                                                                                                                 |
| Usually open late on weekends and holidays — without the long wait of the ER                                                                                                                                  | Open 24/7, but often with long waits depending on medical priority                                                                                                                                                                 |
| Visit an urgent care for: <ul style="list-style-type: none"> <li>• Throwing up, diarrhea and stomach pain</li> <li>• Minor burns and cuts</li> <li>• Flu and cold</li> <li>• Cough and sore throat</li> </ul> | <b>Call 911</b> or go to the nearest hospital ER for: <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Trouble breathing</li> <li>• Severe bleeding</li> <li>• Bad burns</li> <li>• Loss of consciousness</li> </ul> |

**Use our Find a Doctor tool to find urgent care centers.**

Call your PCP as soon as you can after you visit the ER or an urgent care center. Your PCP can help with your follow-up care.





**Call ModivCare** two business days in advance. Remember to write down your confirmation number in case you need to refer to it.





## Get to where you need to go

### We offer no-cost nonemergency rides to:

- Medical appointments
- The drugstore to pick up medication

If you need **emergency transportation**, please call 911.

### Want to set up your ride?



1. **Call ModivCare** two business days in advance. Remember to write down your confirmation number in case you need to refer to it.



2. **Let them know if you have any special transportation needs**, like a wheelchair lift, help walking or an escort. All riders under 18 may be accompanied by an escort.



3. **Go ahead and schedule a return trip** if you know when your appointment will be over. If you don't know how long your appointment will last, just call 855-397-3602 when it's over.

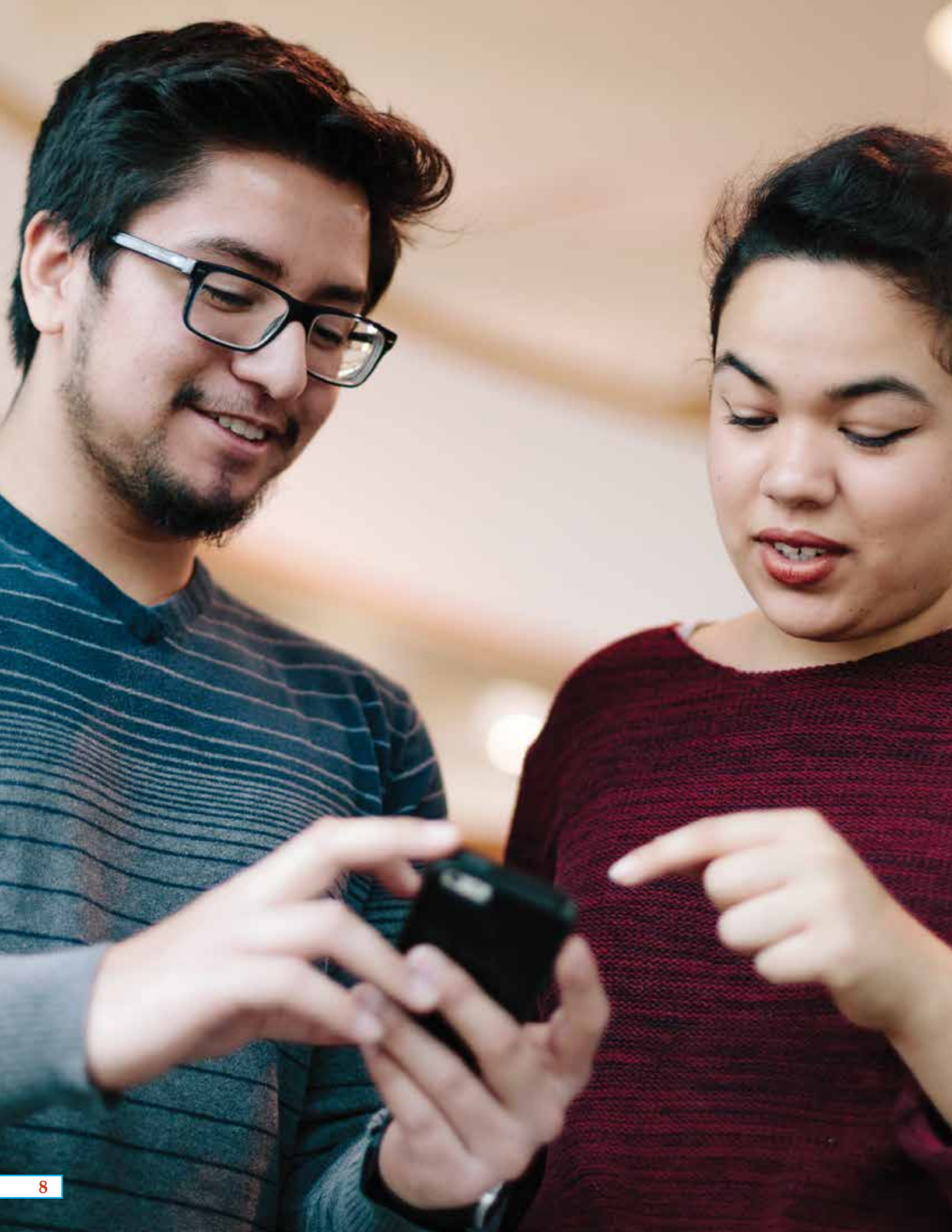
**For more information**, be sure to look in your member handbook.

### Have a smartphone? Download our free app!

With the Healthy Blue mobile app, you'll always have your member ID card with you! You can:

- Find a doctor, hospital, or pharmacy close by and get directions
- View your member ID card
- Call a nurse to get answers to your medical questions anytime, day or night
- Manage your prescriptions







## Important phone numbers

|                                            |                                                                                                                                                                                                                                                                      |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Member Services</b>                     | 844-594-5070                                                                                                                                                                                                                                                         |
| <b>24/7 NurseLine</b>                      | 844-545-1427                                                                                                                                                                                                                                                         |
| <b>Behavioral Health Crisis Line</b>       | 844-594-5076                                                                                                                                                                                                                                                         |
| <b>NC Medicaid Contact Center</b>          | 888-245-0179                                                                                                                                                                                                                                                         |
| <b>Department of Social Services (DSS)</b> | Call your local DSS office to report an address change. A list of DSS locations can be found here: <a href="https://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices">https://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices</a> |
| <b>Transportation Services</b>             | 855-397-3602                                                                                                                                                                                                                                                         |
| <b>TTY</b>                                 | 711                                                                                                                                                                                                                                                                  |



## Report your changes

### Have you moved? Have a new phone number?

Keep your information up-to-date so you don't miss important messages.

**Let us know right away!** Update your information with us by logging in to your secure account on our website or calling Member Services at 844-594-5070.

**Remember** to also tell your local Department of Social Services office about any changes.

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**You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at 844-594-5070.**

**If English is not your first language, we can help. Call 844-594-5070 (TTY 711).**

Blue Cross and Blue Shield of North Carolina cumple con las leyes federales de derechos civiles aplicables y no discrimina a las personas por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identidad o expresión de género u orientación sexual.

Puede obtener este material y otra información del plan en letra grande, sin costo. Para obtener el material en letra grande, llame a Servicios para Afiliados al 844-594-5070.

Si el inglés no es su idioma principal, podemos ayudarlo. Llame al 844-594-5070 (TTY 711).

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您可以免費獲得大字印刷版的本材料和其他計劃資訊。要獲得大字印刷版的資料，請致電會員服務部電話 844-594-5070。

如果英語不是您的第一語言，我們可以提供協助。請致電 844-594-5070 (TTY 711)。

\*Benefits may change.