

## Dear Community Partners,

NC Medicaid and the health plans are committed to supporting providers impacted by the devastating effects of Hurricane Helene. The following financial supports may be available to providers, even if they are unable to submit claims or perform services.

- **Hardship Advances:** All health plans and NC Medicaid Direct have processes to make hardship advances for providers unable to meet financial obligations.
- **Stabilization Payments:** The health plans have the flexibility to make stabilization payments to support provider sustainability and beneficiary access.
- **Retainer Payments for Home and Community-Based Services (HCBS):** NC Medicaid is seeking authority to make retainer payments for 1915(c) waiver services to support certain HCBS providers with maintaining staff and capacity, even if service delivery is temporarily interrupted.

Providers in need of financial supports should work directly with the health plans to learn what supports each plan is offering and their associated process(es).

## Contact Information

- **Alliance Health** [alliancehealthplan.org/provider-updates/hardship-payment-requests-2](https://alliancehealthplan.org/provider-updates/hardship-payment-requests-2)  
Provider support: 855-759-9700
- **AmeriHealth Caritas North Carolina** [amerihealthcaritasnc.com](https://amerihealthcaritasnc.com)  
Provider support: 888-738-0004
- **Carolina Complete Health** [carolinacompletehealth.com](https://carolinacompletehealth.com)  
Provider support: 833-552-3876
- **Healthy Blue** [healthybluenc.com/north-carolina/home.html](https://healthybluenc.com/north-carolina/home.html)  
Provider support: 844-594-5072
- **Partners** [partnersbhm.org/tailoredplan/providers/providerconnect](https://partnersbhm.org/tailoredplan/providers/providerconnect)  
Provider support: 877-398-4145
- **Trillium** [ncinno.org](https://ncinno.org)  
Provider support: 855-250-1539
- **United Healthcare Community Plans of North Carolina** [uhcommunityplan.com/nc/medicaid/medicaid-uhc-community-plan](https://uhcommunityplan.com/nc/medicaid/medicaid-uhc-community-plan)  
Provider support 800-638-3302
- **Vaya Health** <https://providers.vayahealth.com/helene-recovery/>  
Provider Support Line: 866-990-9712
- **WellCare of North Carolina** [wellcare.com/nc](https://wellcare.com/nc)  
Provider support 866-799-5318
- **NC Medicaid Direct** To request a hardship advance, contact the Medicaid Provider Ombudsman [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov) or 866-304-7062

Information on the flexibilities in place for Hurricane Helene can be found on the [NC Medicaid Bulletins webpage](#).

Visit the [NC Medicaid Hurricane Helene Virtual Bulletin Board](#) for information and resources for NC Medicaid beneficiaries and families impacted by Hurricane Helene. Updates are added as the recovery continues.

**Jay Ludlam**

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Deputy Secretary, NC Medicaid

Division of Health Benefits

[NC Department of Health and Human Services](#)



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