

About Your Plan

This is a guide to your WellCare of North Carolina plan. It is aimed to help you take charge of your health and get the most out of your benefits.



Your Primary Care Physician

Your Primary Care Physician (PCP) is your main physician or provider that helps you with your basic medical needs. To view or change your PCP, go to Marketplace.WellcareNC.com/Find-a-Provider/Find-a-Provider-Guide.html.

Make sure your PCP is in-network. This means the doctor, pharmacy, or facility is included in the Ambetter Health network. Always use in-network services and physicians to prevent additional costs.



Create Your Online Member Account

Set up your secure account at Member-Marketplace.WellcareNC.com.

- Access all your plan details
- Search for care
- Save your digital member ID Card
- View your claims

Learn more about your plan at Marketplace.WellCareNC.com/Plans.



Ways to Pay

- Log in to your Online Member Account to make a payment or set up automatic bill pay.
- Make a one-time payment at Member-Marketplace.WellcareNC.com.

For more ways to pay, visit Member-Marketplace.WellcareNC.com. After your first month's premium is paid in full, you will receive your Welcome Packet and Member ID Card(s).

Where to Go for Care

From primary care to urgent care and virtual medicine, you have options with WellCare of North Carolina.



Primary Care Physician (PCP)

Your PCP is your main physician and your first choice for care.



Virtual 24/7 Care*

Talk to a doctor online or over the phone. Get the care you need anytime, anywhere.



Urgent Care

Go to an Urgent Care Clinic if you need immediate care and your PCP is unable to see you. You do not need an appointment.



Emergency Room (ER)

If you have a medical emergency, do not wait! Call 911 or go straight to the ER.

Learn more about the care options available to you at Marketplace.WellCareNC.com/CareOptions.

Stay Healthy and Stay Well

Get the most from your WellCare of North Carolina insurance with our health and wellness benefits. As a WellCare of North Carolina Member, you have access to:

Mental & Behavioral Health Services

Your plan includes mental and behavioral health services. You can also access services through Virtual 24/7 Care.

Preventive Care

Be sure to schedule your annual wellness exam with your in-network PCP.

A Trusted Physician Network

Access to a range of physicians, medical facilities, and hospitals.

Prescription Drug Coverage

Get brand name and generic drugs, delivered to your door.

Learn more about your benefits, perks, and more at Marketplace.WellCareNC.com//Benefits. Read about your coverage details in your Evidence of Coverage (EOC) at Marketplace.WellCareNC.com/Plans.

Member Services

Not a member yet? Enroll at HealthCare.gov

Free Interpreter Services

If you need information in languages other than English, call Member Services.

Interpreter services allow you and your physician to talk about your medical or behavioral health concerns in a way that is most comfortable for you. Members who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation.

Enrollment Information

If you enroll through the Health Insurance Marketplace each year, you must update or choose a new Health Plan. You can do this during open enrollment or if you have a life changing event.

- Go to HealthCare.gov
- Call Marketplace at **1-800-318-2596 (TTY: 1-855-889-4325)**

These services are available 24 hours a day, 7 days a week (except holidays).

Need help or have questions?

Call us at: 1-833-925-2861 (TTY 711). We are available Monday through Friday, 8 a.m. to 8 p.m. local time. Find more information online. Visit: Marketplace.WellCareNC.com.



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*Cost sharing may apply when using Virtual 24/7 Care. WellCare of North Carolina does not provide medical care. Medical care is provided by individual providers which are independent contractors and not agents of WellCare of North Carolina.