

Medicaid and Long-Term Care Resources in North Carolina

Medicaid

Enrollment and eligibility

Office of Citizen Services -- CARE-LINE
The CARE-LINE is the North Carolina
Department of Health and Human Services'
(NCDHHS) toll-free Information and
Referral telephone service.
800-662-7030 (in-state only)
919-855-4400

To apply for Medicaid, contact your local
Department of Social Services.

Executive office

Division of Medical Assistance
Department of Health and Human Services
Kirby Building
1985 Umstead Drive
Raleigh, NC 27603
919-855-4100

Mailing address:

2501 Mail Service Center
Raleigh, NC 27699
www.dbhs.state.nc.us/dma/home.htm

Community-based waiver programs

Community Alternatives Program and State-
County Special Assistance for Adults (SA)
Division of Aging and Adult Services
Taylor Hall, 693 Palmer Drive
Raleigh, NC 27699
919-733-3983

Mailing address:

2101 Mail Service Center
Raleigh, NC 27699
www.dbhs.state.nc.us/aging/adultsvcs/afs_bm.htm

Nursing homes

Licensing and certification

Division of Facility Services
State Department of Health and Human
Services
805 Biggs Drive
Raleigh, NC 27603
919-733-7461

Inspection, investigation, and complaints

Medicare/Medicaid Branch
Division of Facility Services
State Department of Health and Human
Services
805 Biggs Drive
Raleigh, NC 27603
800-624-3004 (in-state only)
919-733-5794

Mailing address:

2711 Mail Service Center
Raleigh, NC 27699
<http://facility-services.state.nc.us>

Ombudsman

State Long-Term Care Ombudsman
North Carolina Department of Aging
Taylor Hall, 693 Palmer Drive
Raleigh, NC 27699

Mailing address:

2101 Mail Service Center
Raleigh, NC 27699
919-733-3983
www.dbhs.state.nc.us/aging/ombud.htm