Changes to N.C. Medicaid

What Durham Residents Should Know

Social Services

919-560-8000
DCoNC.gov/DSS
414 E. Main St. Durham, NC 27701

What's happening?

Due to new federal policy, beginning January 1, 2027, adults age 19-64 who became eligible for Medicaid through NC Medicaid expansion will now have to meet new "work and community engagement requirements" in order to keep their coverage. They will also need to recertify more often, every six months instead of the previous requirement of once a year. Read below to learn more about what's required and who's affected.



Who's affected?

People age 19-64 who currently receive or became eligible for Medicaid under NC Medicaid expansion must meet work and community engagement requirements, unless they meet exemption criteria. Exemptions include people who are:

- Disabled
- Pregnant or recently pregnant (within the last 12 months)
- Parent or caretaker of a dependent child under age 14
- Parent or caretaker of a person with a disability
- Already meeting work rules for SNAP, FNS, or TANF
- A veteran with a total disability rating (100%)
- Currently in foster care, or a former foster care youth up to age 26
- American Indian, Alaska Native or eligible for Indian Health Services (IHS)
- Currently in jail or prison, or released from jail or prison in the last 3 months
- Living with substance use disorder or in a drug addiction or alcohol treatment and rehabilitation program

For a more detailed list of exemptions, visit medicaid.nc.gov/changes.

What's required?

To meet the work and community engagement requirement for Medicaid eligibility, anyone who is not exempt must do at least one of the following, for at least 3 of the 6 months before you enroll in or recertify your Medicaid coverage:

Work or do one of the following activities for 80 hours per month:

- Work at a job or for yourself
- Be in a work training program
- Some kinds of unpaid work
- Go to school at least half-time
- Volunteer or do community service

These hours can be achieved by doing one of these activities or a combination.

OR

Earn $580 each month:
This $580 each month can include money from other people in your household, such as your spouse or children under age 21.

You can count money that is earned from:

- Jobs and employment
- Unemployment benefits
- Alimony, but only from a divorce finalized before 2019
- Rental income, if you rent out property
- Interest, dividends or capital gains

You **cannot** count money earned from child support, veterans' benefits, workers' compensation, TANF/Work First, SNAP, gifts, or inheritances.

What to do now →

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What should you do now to prepare for the changes?



Start keeping proof now

- Unless you receive an exemption, you will be required to prove you meet the work and community engagement requirements (or earn $580 each month) **when it's time for you to renew your Medicaid in 2027**. Collect and save any pay stubs, timesheets, volunteer logs, school records or similar papers that prove you are meeting the requirement. You will need to prove you met the requirements for at least 3 of the last 6 months at application and recertification.

Make sure the Durham County Department of Social Services (DSS) has your correct address and phone number

- They will write to you about these changes. If your address is wrong, you could lose your Medicaid without knowing why. Update your information online at epass.nc.gov or by calling your DSS caseworker.

Get an enhanced ePASS account if you do not have one, at epass.nc.gov

- You need an enhanced account to upload any documents you may need to share
- Documents can be shared with DSS at DCoMedicaid@dconc.gov when they are requested by your caseworker.

Contact the Durham County Department of Social Services (DSS)

Medicaid applications and recertification are managed by the Durham County Department of Social Services. Use the information below for questions, to submit information, and more.

For general information

Contact the Durham County Department of Social Services at 919-560-8000

To submit documents (only when requested)

Email DCoMedicaid@dconc.gov

For questions related to your recertification

Contact your case manager

DSS website

DCoNC.gov/DSS

Visit DSS

414 E. Main Street, Durham, NC 27701
Current recipients: Use lobby 9
New applicants: Use lobby 10

Contact your case manager if you are a current Medicaid recipient and you are unsure if new work and community engagement requirements apply to you.