



NC Medicaid has compiled a list of valuable resources to assist individuals and families. Please feel free to share these resources widely to ensure that everyone impacted can receive the support they need.

### NCDHHS HELENE RECOVERY RESOURCES

Find resources related to Hurricane Helene response and recovery efforts on the North Carolina Department of Health and Human Resources website.

[ncdhhs.gov/assistance/hurricane-helene-recovery-resources](https://ncdhhs.gov/assistance/hurricane-helene-recovery-resources)

### NC MEDICAID VIRTUAL BULLETIN BOARD

Information and resources for NC Medicaid beneficiaries and families impacted by Hurricane Helene can be found on the NC Medicaid Hurricane Helene Virtual Bulletin Board.

[medicaid.ncdhhs.gov/virtual-bulletin-board-helpful-resources-and-information-hurricane-helene](https://medicaid.ncdhhs.gov/virtual-bulletin-board-helpful-resources-and-information-hurricane-helene)

### NC MEDICAID SERVICE FLEXIBILITIES

NC Medicaid is offering temporary special rules for those affected by Hurricane Helene, making it easier to get healthcare. Important points include: People can get emergency medical care. Hospitals are open to help people. Doctors and nurses are available to provide care. You can see a doctor using telemedicine (video or phone). Patients in hospitals continue to receive care without changes. People can get care in nursing homes or long-term care centers. Patients can stay longer if needed. People with special needs still receive services in their care homes. People will have the medical equipment and medicine they need.

### FOOD AND NUTRITION SERVICES FLEXIBILITIES

On October 1, 2024, North Carolina was approved for a waiver that gives Food and Nutrition Services participants in disaster-affected areas more time, until October 26, 2024, to report food loss due to Hurricane Helene. North Carolina also has a Hot Foods Waiver approved through November 3, 2024, allowing Food and Nutrition Services participants to temporarily purchase hot food with their Electronic Benefits Transfer (EBT) card.

### OTHER IMPORTANT RESOURCES

#### **NC Board of Pharmacy Operating Pharmacies**

[ncbop.org/emergencyoperatingpharmacieshelene.html](https://ncbop.org/emergencyoperatingpharmacieshelene.html)

#### **NCDPS County Emergency Management**

[ncdps.gov/our-organization/emergency-management/county-emergency-management-agencies](https://ncdps.gov/our-organization/emergency-management/county-emergency-management-agencies)

#### **ReadyNC**

[readync.go](https://readync.go)

#### **NCDPS Storm Information**

[ncdps.gov/our-organization/emergency-management/hurricane-helene](https://ncdps.gov/our-organization/emergency-management/hurricane-helene)

### ESSENTIAL CONTACT NUMBERS

- Medicaid Ombudsman : 1-800-489-6144
- Disaster Distress Hotline: 1-800-985-5990 (available via call or text)
- NC211: Access resources by calling or visiting [nc211.org](https://nc211.org)
- FEMA Disaster Assistance: 1-800-621-3362 (available from 7 AM to 11 PM)