

NC Medicaid Ombudsman Program

NC DHHS has opened an office for those who have transitioned to Medicaid managed care. The NC Medicaid Ombudsman's role is to communicate issues as they learn from these recipient's experiences to the State, to track them and work toward solutions.

This will help make sure that the voices of families covered by NC Medicaid are heard and that customers receive access to high-quality health care.

Get connected with the NC Medicaid Ombudsman at ncmedicaidombudsman.org or call 877-201-3750.

Water Assistance

North Carolina has established a new water assistance program for households affected by the COVID-19 pandemic. The program, called the Low-Income Household Water Assistance Program (LIHWAP) is underway across NC.

All households can now apply for assistance if they meet the eligibility requirements. To be eligible for the LIHWAP program, a household must have at least one U.S. citizen or non-citizen and:

- Have income equal to or less than 150% of the federal poverty level,
- Have household services that are disconnected, in jeopardy of disconnection or have a current outstanding bill, and
- Be responsible for the water bill

Apply online at www.epass.nc.gov. Individuals can also apply by printing a paper application from www.epass.nc.gov and dropping it off at Stokes County DSS or by calling the agency at 336-593-2861.

For more information on this program and eligibility, visit the LIHWAP website at www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap.