

WHOLE you

2026 | WINTER BULLETIN



Break the ice at the next Member Information Meeting!

Ready for a fun and informative “snow day” with Carolina Complete Health? Make the most of your health plan by joining a monthly Member Information Meeting. These live sessions are open to all members and are a great way to learn more about your health plan. You can join via your phone (call-in) or your computer. During the meeting, you’ll learn about:

- Your **health plan benefits** and how to use them.
- Extra perks, like a **\$75 My Health Pays Rewards** for completing healthy activities.
- Useful resources, like our **website** and **member handbook**.
- How to find the **right providers and specialists** for your care.
- Signing up for **care management programs**.
- **Upcoming events** just for members.
- Who you can **reach out to if you have questions** or need help.

Don't miss out! Register for a session today. For more information, check out our [weblink](#).

Important Information About Your Health Plan

We are excited to announce the merger between Carolina Complete Health and WellCare of North Carolina on April 1, 2026. The new health plan will be named **Carolina Complete Health** supporting over 775,000 members.

- Members will continue to get the same NC Medicaid benefits and can keep the same primary care provider.
- Carolina Complete Health Medicaid will be available statewide starting April 1, 2026.
- Extra value-added services will be updated. Please see page 3 of this newsletter for more information.
- Carolina Complete Health members will be able to enjoy new Welcome Rooms. Please see page 5 of this newsletter for more information.

We look forward to continuing to serve you and your family’s health care needs. If you have any questions, please contact Member Services at 1-833-552-3876 (TTY: 711) Monday through Saturday, 7:00 a.m. to 6:00 p.m.

Look for Your New Member ID Card in the Mail



All Carolina Complete Health members will be sent a new member ID card in the mail between by April 1, 2026.. We are required by the NC Department of Health and Human Services to mail new cards to members every year.

- Please review the information printed on your new member ID card to make sure it is correct.
- Begin using your new member ID card and discard your old card.
- If you have any questions about your new member ID card, contact Member Services at 1-833-552-3876 (TTY: 711) Monday through Saturday, 7:00 a.m. to 6:00 p.m.



With influenza on the rise in North Carolina, the flu shot is one of the most effective ways you can help protect yourself against getting sick. The vaccination reduces your risk of getting the flu by between 40 and 60 percent on average. However, the flu shot will not protect you against the common cold. Maintaining your health can lower chances of getting the virus.

The flu vaccine does not prevent you from getting COVID-19, and it also does not increase your risk of getting COVID-19. Because the flu virus will continue to spread during the same seasons that COVID-19 is spreading, the Centers for Disease Control and Prevention suggests that everyone older than 6 months get an annual flu vaccine. It is possible to have the flu and COVID-19 at the same time. The symptoms are similar for both, and providers suggest you get tested to determine which virus you have. If you do have COVID-19, you should wait until it is safe for you to come out of isolation before you get the flu vaccine.



Earn \$25 on your My Health Pays Rewards Card when you get the flu vaccine! To learn more, visit www.carolinacompetehealth.com/vas.



Getting through the Cold and Flu Season

- **Get a flu shot** to reduce the risk of getting sick.
- **Wash your hands frequently** as germs can live on everything you touch.
- **Avoid contact with sick people** and keep your distance from those coughing or sneezing.
- Stock up on **cold and flu medicine**.
- **Eat healthy** and stay hydrated.
- **Avoid** touching your face.
- Stay **well rested**.

Updated Value-Added Services Coming April 1, 2026

At Carolina Complete Health, we believe that true health means so much more than a visit to the doctor. It is about empowering you to live your best life, every day. That is why we offer extra value-added services that lift you up and support your goals.

Starting April 1, 2026, there will be some updates to our Value-Added Services. Below is a full list of these extras. For more information, please visit carolinacompletehealth.com/vas.



\$75 My Heath Pays Visa® Rewards Card*



\$150 Household Grocery Allowance



Active & Fit Gym Membership for Members
Ages 18+



Doula and Breastfeeding Support Including
Breast Pump



New Parent's Package with **Choice of Car
Seat, Portable Crib, or Stroller**



12 Hours of Tutoring for Members Enrolled
in K-12



\$50 Backpack with School Supplies for
Members Enrolled in K-12



GED Prep and Exam Voucher



\$175 Youth Program Voucher to YMCA,
Scouts and Other Programs



\$150 Room to Breathe Asthma Supplies
for Children and Adults



\$250 Housing and Utility Assistance



**\$120 CVS® Over the Counter Retail
Pharmacy Allowance**



\$125 Retail Vision Allowance for Members
Age 21+ for Glasses, Frames, Lenses



Weight Watchers Program



Quit for Life **Smoking Cessation Program**



Mental Health App through Teladoc



Hearing Aids as an Extra Benefit for Members
Age 21+



Expungement Certification Assistance



Supplemental Transportation to value-added
services locations



\$100 Tribal Talking Circles



Cell Phone with Free Minutes to Stay in
Contact with Doctors



Baby Bottles at Carolina Complete Health
Welcome Centers



Community Baby Showers for New or
Expecting Parents



Sensory and Alzheimer's/Dementia Kits



Home Delivered Meals to Support Members
Home from the Hospital

Eligibility requirements apply to most value-added services. For more information about Carolina Complete Health's value-added services, please visit carolinacompletehealth.com/vas.

*This card is issued by The Bancorp Bank N.A., pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

Revisiting Your New Year's Goals

Now that we're a couple of months into 2026, it's time to revisit some of your New Year's goals and aspirations. Even if you've stalled, you're not alone. Studies show that achieving our goals can be challenging without the right support and resources. Here are a few suggestions to help you on your journey for a healthier you.



Connecting with others who share similar goals can be truly uplifting. Having supportive friends or a community around you can inspire motivation and keep you focused on your objectives.



Take a moment to reflect on the food you consume and how it affects your body and mind. Being mindful that your choices can empower you to make healthier decisions, helping you feel your best both physically and emotionally.



It is perfectly okay to enjoy treats occasionally but consider swapping one for a piece of fruit every now and then. If you think you could drink more water, try having a 12-ounce glass before and after meals. This simple change can help you feel fuller for longer and bring about health benefits like better skin and improved brain function.



Engaging in acts of kindness.

Volunteering at an animal shelter, visiting a retirement home, or donating clothes, can be incredibly rewarding.



Signing up for a fun event, like a 5K walk or run, can be a great way to get moving. Setting a goal for yourself while mixing up your routine can reignite your passion for health. Plus, many events support wonderful causes, allowing you to contribute to something meaningful while taking care of yourself.

Remember, every small step counts, and it is okay to take your time. You've got this!

Welcome, Welcome, Welcome!

W
E
L
C
O
M
E

Starting in April, we invite you to visit one of our Welcome Rooms, where you can explore your health plan benefits, chat with our friendly team, or take advantage of our computer access. Throughout the year, we will host a variety of events, from educational workshops and baby showers to immunization clinics – making our Welcome Rooms a hub of connection and support!

LIST OF LOCATIONS:

Asheville | 150 Tunnel Rd., Asheville, NC 28805

Charlotte | 1610 Ashley Rd., Charlotte, NC 28208

Greensboro | 3711 Farmington Dr., Greensboro, NC 27407

Greenville | 3060 Evans St., Ste 101, Greenville, NC 27834

Lumberton | 6661 E. Elizabethtown Rd., Lumberton, NC 28358

Raleigh | 1100 N Raleigh Blvd., Suite 111, Raleigh, NC 27610

New Non-Emergency Transportation Partner



At Carolina Complete Health, we understand how important it is to access the care you need. That is why we are excited to partner with MTM to support your journey to better health. Starting April 1, 2026, you can count on MTM to provide transportation to and from your medical appointments at no cost to you!

Transportation is also available for an attendant, parent, or guardian accompanying you or child (age 17 or younger). Your well-being matters to us, and that is why we offer a variety of transportation options to fit your unique needs, whether it is a personal vehicle, taxi, van, mini-bus, mountain area transport, or public transportation.

Take the first step toward your health journey by calling MTM, our new, trusted transportation provider, at 1-844-784-8931 (TTY: 711). Secure your ride up to 30 days before your appointment. Trips should be scheduled for more than 48 business hours in advance. If you have an urgent need, members can request an urgent trip less than 2 business days' notice.

Healthy Mom, Healthy Baby

Carolina Complete Health wants to ensure that all mothers and their newborn babies are healthy. If this is your first child, or you already have children, extra support is helpful. Early prenatal and 12-months of postnatal care is important. It gives your doctor a chance to assess your health before and after delivery. Your doctor will also assess the future health outcomes for your baby.

Here are suggestions to make sure your newborn gets a healthy start:

- 1 Consult your doctor throughout your pregnancy.** Your doctor will provide regular examinations and make sure your baby is growing as expected.
- 2 Eat healthy foods and rest.** Exercise during and after pregnancy.
- 3 Sign up for Start Smart for Your Baby®.** You will receive family planning guidance and breastfeeding support. You will also get nutrition and safety counseling.

Schedule your maternal health visits today to protect the health of you and your baby. For more information, please visit [here](#).



YOU'RE INVITED TO A COMMUNITY BABY SHOWER!

Friday, March 13, 2026
11 a.m. to 2 p.m.

Lincoln County Health Department
200 Gamble Drive, Lincolnton, NC 28092

Space is limited, sign up soon!

To reserve your spot, visit:
[this baby shower link](#).

***This is a Carolina Complete Health
Member-Only Event***

REMINDER

Pregnant women enrolled in NC Medicaid may not be charged co-pays for any Medicaid-covered services. This requirement applies to **all pregnant beneficiaries, regardless of Medicaid eligibility category.**



Beating the Winter Blues

Life can present challenges; it is normal to feel out of sorts sometimes. If you've noticed changes in your mood or concerns that didn't affect you, it's essential to take action. When worries begin to interfere with your focus or enjoyment of life, seeking help is not only a good decision – it is a powerful one.

Here are steps you can take for your mental well-being:



Visit your doctor. Your doctor is a critical ally in managing your physical and mental health. If you do not have a doctor yet, take this opportunity to find one who fits your needs. Click <https://findaprovider.carolinacompletehealth.com/> to search our Find a Provider Tool.



Call the Nurse Advice Line. If you have urgent questions or health concerns, do not hesitate to call the Nurse Advice Line at **1-833-552-3876**. You deserve immediate answers and guidance.



Schedule a Video Visit with a Doctor. When an in-person visit is not possible, telehealth is an excellent alternative. This option allows you to connect with a mental health expert right way or to arrange a convenient appointment. Get started and create an account <https://member.teladoc.com/carolinacompletehealth>.



Access Fast Mental Health Help. The Suicide & Crisis Lifeline is available 24/7 to provide support for you or anyone you care about. Reach out by calling or texting 988 or chat online at call 855-796-7098.

Your mental health is a priority, and taking the step to seek help is an empowering choice. If you need assistance finding the right resources for yourself or your family, do not hesitate to reach out. We've got your back!



Countless people live with glaucoma without ever realizing it.

Glaucoma slowly harms the optic nerve, the vital pathway connecting your eyes to your brain. Most people lose vision long before they notice anything is wrong.

Sadly, once vision is lost to glaucoma, it cannot be restored. While doctors have not yet discovered how to prevent glaucoma from starting, there are steps you can take to protect your sight and avoid severe vision loss.

Recognize the signs

Here are some practical tips to help you take charge if you think glaucoma may be affecting you:

- 1 Stop this silent thief of sight before it steals your vision.** If you are at risk for glaucoma, you should see your ophthalmologist regularly for eye exams.
- 2 Taking steroid medication?** Talk with your eye doctor. Long-term or high-dose steroid use can increase eye pressure, putting you at greater risk if you have glaucoma.
- 3 Eat well to see well.** Fill your plate each day with leafy greens, colorful fruits, and vibrant vegetables to nourish your eyes.
- 4 Exercise...but carefully.** Vigorous workouts that get your heart pumping can also raise eye pressure, so choose your activities wisely.
- 5 Protect your eyes from injury.** An eye injury can increase your risk of glaucoma, so always protect your eyes from harm.

Remember, regular eye exams are key to preserving your vision. Book an appointment with your doctor today to keep your eyes healthy. For more details, Carolina Complete members can contact Member Services at 1-833-552-3876.

Resources:

<https://www.kadrmaseyecare.com/eye-health--care-blog/know-your-risk-factors-for-eye-diseases>

<https://www.aao.org/eye-health/tips-prevention/easy-steps-to-prevent-vision-loss-from-glaucoma>