



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

**JOSH STEIN** • Governor

**DEVDUTTA SANGVAI** • Secretary

**MELANIE BUSH** • Interim Deputy Secretary, NC Medicaid

March 19, 2026

**RE: WellCare/Carolina Complete Health Merger**

Dear County Directors of Social Services:

NC Medicaid is notifying local agencies that WellCare of NC will merge with Carolina Complete Health effective April 1, 2026. The name of the new unified NC Medicaid Managed Care health plan will be Carolina Complete Health. The health plan will be available to Medicaid beneficiaries statewide. Members of both WellCare and the current Carolina Complete Health plans will automatically be enrolled in the new unified plan.

A letter was sent to both WellCare and Carolina Complete Health members to let them know of the upcoming change. Medicaid benefits will stay the same and most members will keep their current primary care provider. Members of the plan will have a new choice period which will allow them to change plans without cause between March 1, 2026, and June 30, 2026.

Members of both WellCare and Carolina Complete will receive a Carolina Complete Health Member Welcome Packet and a Member ID Card before April 1, 2026. Members who do not receive an ID Card should call Carolina Complete Health at 1-833-552-3876 (TTY: 711) between 7 a.m. and 6 p.m., Monday through Saturday. It is important that beneficiaries have their new Member ID cards when attending doctor and pharmacy visits.

Members who decide to change their health plan should contact the Enrollment Broker at 1-833-870-5500 (TTY: 711) between 7 a.m. and 7 p.m., Monday through Friday to learn about their choices.

If you have any questions regarding this material, contact your Medicaid Operational Support Team (OST) Representative.

Sincerely,  
DocuSigned by:

*Melanie Bush*

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Melanie Bush

Interim Deputy Secretary  
NC Medicaid

**NC MEDICAID**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS**

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