



Mountain Area Health Education Center

September 2026

Dear Patient,

We're reaching out to inform you of changes that may affect your Medicaid health coverage and benefits starting October 1, 2026.

To help avoid interruptions in your healthcare coverage, we encourage you to review your Medicaid eligibility and any notices you may receive from the North Carolina Department of Health and Human Services (NCDHHS) or your local Department of Social Services (DSS).

What You Should Do

- Watch for and respond to mail, email, text messages, or phone calls from NCHHHS or your local DSS regarding your Medicaid coverage.
- Bring any Medicaid notices or updated insurance cards to your next MAHEC appointment.

Need Help?

If you have questions about your Medicaid coverage or need assistance understanding these changes, our team is available to help.

MAHEC Medicaid Helpline

- *Phone:* 828-257-4718
- *Office Hours:* 8 a.m. – 5 p.m.

We are grateful for the opportunity to care for you and are committed to helping you maintain access to the healthcare services you need.

Wishing you well,

Your MAHEC Healthcare Team

More Resources for Assistance

- Buncombe County Health & Human Services: 828-250-5500
- Haywood County Health & Human Services: 828-452-6690
- Henderson County Health & Human Services: 828-697-5500
- Madison County Dept. of Social Services: 828-649-9498

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121 Hendersonville Road | Asheville, NC 28803 | www.mahec.net