How can I get NC Traumatic Brain Injury Waiver services?

**STEP 1:**
Call Alliance’s Member and Recipient Services at **800-510-9132**

**STEP 2:**
Ask about the TBI Waiver and say you are interested in getting services for you or a family member.

**STEP 3:**
Member and Recipient Services will ask for more information to help you know if you are eligible for services.

**STEP 4:**
You will be emailed information about TBIs and the waiver.

**STEP 5:**
A TBI guide will help you through the eligibility process.

**STEP 6:**
Your name will be put on the “Registry of Interest” during the process.

**STEP 7:**
Your TBI guide will help you gather the documents you need to apply for the TBI Waiver.

**STEP 8:**
Your TBI guide will stay in touch with you to talk about progress and any more information that is needed.

**STEP 9:**
Your TBI guide will let you know the status of your application and next steps.

**STEP 10:**
The type of services you get will be based on your needs.

**STEP 11:**
Please call Member and Recipient Services with any questions **800-510-9132**

**Am I eligible?**
To be able to get waiver services you must:

- Qualify for Medicaid (higher income allowed for TBI waiver)
- Have been diagnosed with a TBI on or after your 18th birthday
- Meet level of care needs for skilled nursing or Neuro-behavioral care

This step can take some time. You and your guide will work to find records and documents that support your TBI and issues that have come from it. You may need to schedule visits to your doctor to help get more information.

If you are not eligible for the waiver, we will help you find other resources.

We’re here to help.