



Questions? Go to ncmedicaidplans.gov.
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),
7 a.m. to 5 p.m., Monday through Saturday. We can
speak with you in other languages.

NOTICE TO BENEFICIARY WHO USED TO HAVE THE OPTION TO CHOOSE A HEALTH PLAN (EXEMPT) BUT STAYED IN MEDICAID DIRECT AND NOW CANNOT ENROLL IN A HEALTH PLAN (EXCLUDED)

NC Medicaid 20190531 v1.0

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

You will stay in NC Medicaid Direct

The persons listed below will keep getting health care services through NC Medicaid Direct. This change is because Sally J. Jones is [\[reason\]](#).

Name / ID Number	Health Care Services / Start Date
Sally J. Jones XXX-XX-XXXX	NC Medicaid Direct December 1, 2019

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

What happens next?

You will keep getting your health care services through NC Medicaid Direct. You do not need to do anything.

What may change?

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team