



October 9, 2025

MICHELLE MCCRAW  
40 HALF MOON LN  
MILL SPRING NC 28756 0000

Dear MICHELLE MCCRAW,

## **ZACHARY D MCCRAW will have a new health plan**

Starting **December 1, 2025**, NC Medicaid will have a new type of health plan for children, youth and young adults currently and formerly served by Child Welfare Services. It is called the Children and Families Specialty Plan.

### **Health plan services start December 1, 2025**

ZACHARY D MCCRAW will start getting health care from the Children and Families Specialty Plan on the start date above. Until then, ZACHARY D MCCRAW will get health care the way they do now. ZACHARY D MCCRAW's Medicaid ID Number is XXXXXXXXXXXX and their health plan is Healthy Blue Care Together.

### **1. What to know about the Children and Families Specialties Plan**

- Get physical health care, like regular check-ups and preventive care.
- Get pharmacy, behavioral health services and more.
- Get Care Management in all 100 counties to help support needs and reach health goals.
- Get statewide coordination with local Department of Social Services (DSS) and Child Welfare team.
- Choose doctors in the health plan's provider network (group).

The health plan has added services for members who qualify. Look at the **Health Care Option Guide** in this packet.

More on back ►

MEDICAID EB FCSM IAFCS-ENG 250717

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

For a full list of services the health plan offers, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to view all services covered by NC Medicaid.

## 2. Choose or change ZACHARY D MCCRAW's primary care provider (PCP) by calling 1-833-777-3611

A PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs and refer you to specialists when you need them. Your health plan can tell you which PCPs are in their provider group.

The health plan will choose a PCP for ZACHARY D MCCRAW. If you want to change ZACHARY D MCCRAW's PCP, call **1-833-777-3611**. ZACHARY D MCCRAW can still see any NC Medicaid enrolled provider.

For a full list of providers, including PCPs in the health plan's group, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or you can call the health plan, and they will give you a list of providers to choose from.

The health plan's provider group includes behavioral health providers (such as a psychiatrist or therapist), hospitals and other care facilities. The Children and Families Specialty Plan must have enough hospitals and providers for ZACHARY D MCCRAW to get covered services near them and in a timely way.

## 3. What happens next?

The new health plan will send details and a new ID card in the mail. ZACHARY D MCCRAW will use the ID card to get health care services. If you have questions, call the health plan at the number listed on ZACHARY D MCCRAW's ID card.

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 7 p.m., Monday through Friday. You may need your Medicaid ID number when you call or go to the website.

You can get the information at [ncmedicaidplans.gov](https://ncmedicaidplans.gov) in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

## NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care. They can connect you to other resources and help you understand your rights and responsibilities.

Go to [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org). Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday.

More on next page ►

MEDICAID EB FCSM IAFCS-ENG 250717

## Know ZACHARY D MCCRAW's Health Care Options

### **ZACHARY D MCCRAW is not required to stay enrolled with the Children and Families Specialty Plan. There are other choices.**

ZACHARY D MCCRAW can choose a **Standard Plan**.

Standard Plans are NC Medicaid Managed Care health plans. They offer physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify. The Children and Families Specialty Plan offers statewide services and supports the Standard Plans do not.

The Children and Families Specialty Plan offers personalized services and supports for your unique needs.

The **Know Your Health Care Options** included in this letter will tell you the steps to choose a **Standard Plan**. You must call us before ZACHARY D MCCRAW can move to a Standard Plan. We will explain ZACHARY D MCCRAW's health care options. This is to help you make the best choice for ZACHARY D MCCRAW's individual needs. If you have an Authorized Representative, they can call for ZACHARY D MCCRAW.

The **Health Care Option Guide** included with this letter lists the Standard Plans ZACHARY D MCCRAW can choose from.

After December 1, 2025, ZACHARY D MCCRAW will get health care through the Children and Families Specialty Plan listed above unless:

- They chose to enroll in a Standard Plan
- They are notified they can choose a different health plan
- They no longer qualify for the Children and Families Specialty Plan

To learn more about how to qualify for the Children and Families Specialty Plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

Thank you,

NC Medicaid Team