



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

**Questions?** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

October 9, 2025

MARY A ABOUREZKMACIAS  
49 LOLA RD  
FAIRMONT NC 28340 0000

Dear MARY A ABOUREZKMACIAS,

### **MARY A ABOUREZKMACIAS can choose 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 or Eastern Band of Cherokee Indians (EBCI) PHHS Family Safety.

You are getting this letter because MARY A ABOUREZKMACIAS can choose the Children and Families Specialty Plan. MARY A ABOUREZKMACIAS's Medicaid ID Number is XXXXXXXXXXXX and their health plan is NC Medicaid Direct.

### **If MARY A ABOUREZKMACIAS wants to keep their current health plan, they do not have to do anything.**

MARY A ABOUREZKMACIAS qualifies for the Children and Families Specialty Plan because they get Child Welfare Services or EBCI PHHS Family Safety. If MARY A ABOUREZKMACIAS chooses to stay in the EBCI Tribal Option, MARY A ABOUREZKMACIAS can still get all the services offered in the Children and Families Specialty Plan.

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

MARY A ABOUREZKMACIAS can choose the Children and Families Specialty Plan at any time. Enrollment in the Children and Families Specialty Plan is voluntary. This means they have other choices.

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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**.

## If MARY A ABOUREZKMACIAS wants to **choose** the Children and Families Specialty Plan

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).
- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to chat with an enrollment specialist.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

## What to know about the Children and Families Specialty 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 EBCI PHHS Family Safety or local Department of Social Services (DSS).
- 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.

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.

The Children and Families Specialty Plan has a group of providers to care for members' physical and behavioral health needs.

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 MARY A ABOUREZKMACIAS to get covered services near them and in a timely way.

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## If MARY A ABOUREZKMACIAS changes to the Children and Families Specialty Plan before November 30, 2025, the new health plan will start on December 1, 2025

After MARY A ABOUREZKMACIAS enrolls, the health plan will send details and a new ID card in the mail. MARY A ABOUREZKMACIAS will use the ID card to get health care services. If you have questions, call the health plan at the number listed on MARY A ABOUREZKMACIAS's ID card.

### These are the health plans

- **Children and Families Specialty Plan** - The Children and Families Specialty Plan is an NC Medicaid Managed Care health plan. It offers physical health, pharmacy, care management, behavioral health services and statewide supports. It is for children, youth and young adults currently and formerly served by Child Welfare Services or Eastern Band of Cherokee Indians PHS Family Safety. The Children and Families Specialty Plan offers added services for members who qualify.
- **Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan** - The Tailored Plan is an NC Medicaid Managed Care health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. Tailored Plans offer added services for members who qualify.
- **NC Medicaid Direct** - NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina. Local Management Entity/Managed Care Organizations (LME/MCOs) provide Tailored Care Management to coordinate services for a serious mental illness, severe substance use disorder, I/DD or TBI.
- **Standard Plan** - A Standard Plan is an NC Medicaid Managed Care health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify.

See the Health Care Option Guide for details on added services for each health plan.

### 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.

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You can get the information at [ncmedicaidplans.gov](http://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](http://ncmedicaidombudsman.org). Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday.

Thank you,

NC Medicaid Team

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