



NC DEPARTMENT OF  
HEALTH AND HUMAN SERVICES  
Division of Health Benefits

# Know Your NC Medicaid Health Care Options

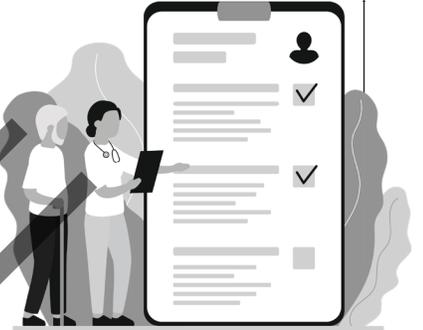
## Notice of disenrollment rights for the Children and Families Specialty Plan

### Your rights

NC Medicaid must tell NC Medicaid Managed Care members about their disenrollment rights at least 60 days before program services start.

The Children and Families Specialty Plan is a statewide plan with provider networks (groups). Your health plan works closely with your care team and case workers, if applicable.

The Children and Families Specialty Plan offers health care services you may need that are not available in other health plans. The services that each health plan offers are specific to the needs of the population eligible for it. You may stay in your health plan or change plans based on your specific health needs.



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SAMPLE

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.

ATTENTION: For free interpreter services, call **1-833-870-5500** (TTY: 711 or RelayNC.com).

Español (Spanish)  
ATENCIÓN: Para servicios gratuitos de un intérprete, llame al **1-833-870-5500** (número de TTY: 711 o RelayNC.com).

繁體中文 (Chinese)  
注意：如需免費的口譯員服務，請撥打 **1-833-870-5500** (TTY: 711 或 RelayNC.com)

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.



## Disenrollment (leaving the Children and Families Specialty Plan)

The Children and Families Specialty Plan offers statewide services and supports the Standard Plans and Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans do not. The chart below displays services not offered in Standard Plans. All health plans offer physical health, pharmacy, care coordination and basic behavioral health services. All health plans offer added services for members who qualify.

### If you want to move to a Standard Plan

You must call us before you can move to a Standard Plan. We will explain your health care options. This is to help you make the best choice for your individual needs. Standard Plans do not offer all the same services. If you have an Authorized Representative, they can call for you. To change:

#### Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)

- We will explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.

OR

#### Mail or fax an enrollment form

- We will call you to explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.
- If we can't reach you to explain your choices, we will deny your request to move to a Standard Plan. If you disagree with the denial, you can appeal by asking for a State Fair Hearing.

### If you want to move to a Tailored Plan

You must call us before you can move to a Tailored Plan. We will explain your health plan. This is to help you make the best choice for your individual needs. If you have an Authorized Representative, they can call for you. **Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).**

- We will explain your choices. You will need to confirm your decision to choose a Tailored Plan before we will move you to a Tailored Plan.

OR

#### Mail or fax an enrollment form

- We will call you to explain your choices. You will need to confirm your decision to choose a Tailored Plan before we will move you to a Tailored Plan.

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**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.

- If we can't reach you to explain your choices, we will deny your request to move to a Tailored Plan. If you disagree with the denial, you can appeal by asking for a State Fair Hearing.

**You or your Authorized Representative will need to confirm your choice before disenrolling from the Children and Families Specialty Plan.**

**Remember:** The Children and Families Specialty Plan offers statewide services and supports the Standard Plans and Tailored Plan do not.



## How to ask to move back to the Children and Families Specialty Plan

You can move back to the Children and Families Specialty Plan at any time.

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) and log in.
- 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](https://RelayNC.com)).
- Mail or fax an enrollment form.



## State Fair Hearings for disenrollment decisions

You have a right to ask for a State Fair Hearing if you disagree with a disenrollment decision. The NC Office of Administrative Hearings (OAH) holds State Fair Hearings. You will have a chance to give an administrative law judge more information. You can also ask questions about the decision. In North Carolina, State Fair Hearings offer the choice to have a free, voluntary mediation session before your hearing date.

### How to ask for a State Fair Hearing

You will have 30 days from the date on the decision letter to ask OAH for a State Fair Hearing. You can ask for a State Fair Hearing by mail or fax. Or you can call OAH. The decision letter will include a State Fair Hearing Request Form. It tells you how to file your appeal.

If your life, physical or mental health, or ability to get, keep or regain maximum function is in danger, you can ask for an expedited (faster) State Fair Hearing. You can ask by mail or fax. Or you can call OAH. The State Fair Hearing Request Form tells you how to ask for a faster appeal.

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## Expedited (faster) requests to change health plans

If you think you have an **urgent medical need**, you can ask for an expedited (faster) review of your request to change health plans. An urgent medical need means that the time to change your health plan will cause danger to your life, physical or mental health, or ability to get, keep or regain maximum function. If your request for an expedited review is approved, you will get a letter about your request to change health plans within 3 days of making the request.

### Decisions on requests to change health plans

If your request is approved, you will get a letter in the mail. It will tell you the date the change starts. The start date will be the first day of the month following the month you asked to change health plans.

If your request is denied, you will get a letter in the mail. It will tell you why your request was denied. It will tell you how to appeal if you disagree with the decision.

<b>Services <u>not</u> offered by Standard Plans</b> (Available in the Children and Families Specialty Plan, Tailored Plans, EBCI Tribal Option and to qualifying NC Medicaid Direct beneficiaries)	<b>Services <u>only</u> offered in Tailored Plans</b>
<ul style="list-style-type: none"> <li>• Assertive Community Treatment</li> <li>• Child and adolescent day treatment services</li> <li>• Community support team</li> <li>• Intensive in-home services</li> <li>• Multi-systemic therapy services</li> <li>• Psychiatric residential treatment facilities</li> <li>• Psychosocial rehabilitation</li> <li>• Residential treatment facility services</li> <li>• Substance abuse medically monitored residential treatment</li> <li>• Substance abuse non-medical community residential treatment</li> <li>• Respite</li> <li>• Individual and Transitional Supports</li> <li>• Community Living and Supports</li> <li>• Community Transition</li> <li>• Supported Employment/Individual Placement Supports</li> </ul>	<ul style="list-style-type: none"> <li>• Innovations Waiver services</li> <li>• Intermediate Care Facility for individuals with Intellectual Disabilities (ICF-IID) services</li> <li>• State-Funded (non-Medicaid) services</li> <li>• TBI Waiver services</li> <li>• Transitions to Community Living (TCL) program services</li> </ul>



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