



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services EIS**

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501  
Courier Number 56-20-06

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Mark Benton, Interim Director  
919-855-4000

February 25, 2005

**Re: NCHC Pharmacy Change and New Numbers/Cards**

Dear County Director of Social Services:

During the next six months North Carolina Health Choice (NCHC) recipients will experience several changes. Although these changes do not directly affect the county's work in determining eligibility for NCHC, you may receive questions from recipients or their families. This letter provides information that may be helpful in answering these questions.

Beginning April 1, 2005, NCHC recipients will have a new pharmacy or prescription drug benefit manager, Medco Health Solutions, Inc. There is no change in the benefits, only in the benefits manager. They will receive two mailings related to this change.

1. In March an information packet will be mailed to each NCHC recipient to provide information about the new prescription drug benefit manager.
2. New identification (ID) cards effective April 1, 2005 will be mailed starting in March giving the new pharmacy or prescription drug benefit manager.

Inquiries concerning this new pharmacy manager the county receives may be directed to the Medco Health Solutions, Inc Pharmacy Services toll free at 1/800-336-5933 after March 15, 2005. This service is available 24 hours a day, 7 days a week except Thanksgiving and Christmas. Information is also available on the Medco website at [www.medco.com](http://www.medco.com) after April 1, 2005.

Recipients will receive a third mailing starting in May. This will consist of new ID cards, replacing the cards mailed in March, for the effective date of July 1, 2005. The new NCHC BCBS card will show a new NCHC BCBS number instead of the social security number as it has in the past.

Sincerely,

Mark T. Benton  
Interim Director

(This was written by Susan Ryan, Policy Consultant, Medicaid Eligibility Unit.)