



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

April 18, 2005

Re: ID Card Inserts for May 2005

Dear County Director of Social Services:

Enclosed is the text for two inserts that will be included with the May 2005 Medicaid ID cards.

The first insert notifies recipients about the changes in their prescription drug coverage effective January 1, 2006, and that they are automatically eligible for the Medicare Part D Low Income Subsidy (LIS) assistance. The insert instructs recipients to call 1-800-MEDICARE (1-800-633-4227) or SHIIP (1-800-443-9354) for any questions about the Medicare Part D LIS. However, we know that many clients will call their DSS worker. Please insure that your staff is aware of these referral numbers for questions about the Medicare Part D LIS. This information will also be sent by separate mailing to MQB-Q/B/E recipients at the end of April.

The second notice advises recipients that they will receive a letter if prior approval for Medicaid coverage of a service is denied or if coverage of a service is terminated. The letter will be from the entity that reviews the medical necessity of the service and will tell the recipient about his right to appeal and how to request the appeal. These appeals are conducted by the Hearings Unit at the Division of Medical Assistance.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

Mark Benton

Enclosures



IMPORTANT NOTICE FOR MEDICAID RECIPIENTS WHO ARE ELIGIBLE FOR MEDICARE

Beginning January 1, 2006, Medicare will offer prescription drug coverage for all Medicare recipients. Medicaid will no longer provide prescription coverage to people who are eligible for Medicare. Coverage will be available through a *Prescription Drug Plan* (PDP) offered by Medicare. The Medicare Part D Low Income Subsidy Assistance will help pay for the costs of the Prescription Drug Plans for people who qualify for this assistance. In late April, you may see or hear information regarding Social Security taking applications for the Low Income Subsidy Assistance.

Two things you need to know:

1. You are **automatically** eligible for the Medicare Part D Low Income Subsidy. You **do not** need to apply for this assistance.
2. You **DO** need to enroll in a Prescription Drug Plan. You cannot do this until November. You will receive additional information at a later date regarding plan enrollment.

If you have questions about the Medicare Part D Low Income Subsidy Assistance, you may contact Medicare at 1-800-MEDICARE (1-800-633-4227) or the State Seniors' Health Insurance Information Program (SHIIP) office at 1-800-443-9354.

(Medicaid card insert for May 2005 and mailer to MQB-Q,B,E)

GENERAL INFORMATION ON YOUR RIGHT TO APPEAL A DECISION ABOUT YOUR MEDICAID SERVICES

If you are denied medical care or services because Medicaid did not approve the care, you will receive a letter explaining the decision and how you can appeal the denial.

Medicaid may also decide to reduce or stop the services you are getting. You will receive a letter before the change happens. If you appeal the decision by the deadline in the letter, your services will continue during the appeal. The letter will explain how to appeal.

Medicaid must make a decision promptly when your doctor or other medical provider requests Medicaid approval for services you need. If you don't get a decision within fourteen business days after when the service was requested, call your doctor or other medical provider to ask about the request. If your provider didn't cause the delay, you have the right to appeal Medicaid's failure to act on the request promptly.

For more information about the service appeal process, visit <http://www.dhhs.state.nc.us/dma/> or call the CARE-LINE, Information and Referral Service at 1-800-662-7030.

May 2005

Division of Medical Assistance