



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

1985 Umstead Drive – 2512 Mail Service Center - Raleigh, N.C. 27699-2512
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Buell, Secretary

Paul R. Perruzzi, Director

April 20, 2001

Dear County Director of Social Services:

In February 2001, new Medicaid Identification Cards were issued to Supplemental Security Income (SSI) recipients. In an effort to increase efficiency and improve security, effective June 2001, these new Medicaid Identification Cards will be issued to most other Medicaid recipients. Cash recipients and those on the straggler runs will not receive the new identification cards.

The design of the new Medicaid Identification Cards will allow information formerly provided via inserts to the cards to be printed on the paper with the card. Also, the cards will be printed using the postal bar code which is expected to improve delivery of the cards statewide. We have received reports that the SSI cards are being delivered more quickly.

The new Medicaid Identification Card will not show blue in the address window. The background will be white. Please alert your mailroom staff of the new look so that returned cards are routed appropriately. The cards will be printed on standard 8½ X 11 inch, watermarked paper. The paper will be perforated allowing recipients the ability to detach the card. However, if the recipient does not detach the card, it is still valid.

There will be no change in the way recipients use the cards. On occasion, Medicaid recipients may receive cards printed using the heavier stock paper. These cards are still valid. Counties should continue to use the heavier stock paper for issuing replacement Medicaid Identification Cards.

Medicaid recipients will receive notice regarding the new cards in May and June of 2001. Providers will be notified in the May 2001 Medicaid Bulletin and Pharmacy Newsletter. Attached for your information is a copy of the May insert and June message to be printed with the cards.

If you have any questions please contact your Medicaid Program Representative or the Medicaid Eligibility Unit at 919-857-4019.

Sincerely,

Paul R. Perruzzi

ATTENTION! ATTENTION! ATTENTION!

Beginning in June your Medicaid Identification Card will look and feel differently.

- The card will now be printed on standard 8½ x 11 inch paper instead of the heavier paper.
- You will be able to tear the card off at the bottom so that it will be the same size as your old card.
- When you receive the card you will not see blue in the address window. The background will be white.
- **The way you use your card will not change. You must still take it with you to the doctor each time you go. You must also take the card to the pharmacy when you need to have a prescription filled.**
- Some months you might get a card that looks like the old card. Those cards are still valid. You can use it the same way.
- There may be important information printed on the paper with your card. Please carefully read all of the information printed with your card.

If you have any questions about your card please contact the Medicaid Eligibility Unit. You can reach them toll-free by calling the CARE-LINE, Information and Referral Service, at 1-800-662-7030.

Division of Medical Assistance

May 2001

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June 2001