



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

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501
(919) 855-4000

Michael F. Easley, Governor
Dempsey Benton, Secretary

William W. Lawrence, Jr., M.D., Acting Director

May 23, 2008

Re: NCHC Benefit Card Changes

Dear County Director of Social Services:

Beginning with new enrollments and re-enrollments processed after May 14, 2008, North Carolina Health Choice (NCHC) recipients will see a couple of changes in their benefit cards. Although these changes do not directly affect the county's work in determining eligibility for NCHC, you may receive questions from recipients, their families or providers.

NCHC recipients will receive a benefit card that no longer includes a termination date. The effective date will remain on the card. Also, on the back of the card is a disclaimer related to eligibility for providers. The added disclaimer is "**Eligibility should be verified prior to providing services.**"

The purpose of these two changes is to admonish providers to verify eligibility prior to rendering services rather than relying on the coverage end date currently on the front of the card.

If you have any questions regarding this information, please contact your Medicaid Program Representative. For any other issues that are not able to be handled through that venue, Mrs. Angela Floyd, Assistant Director for Recipient and Provider Services, will be your point of contact and can be reached at (919) 855-4000.

Sincerely,

William W. Lawrence, Jr., M.D.