



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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

August 26, 2011

Subject: CCNC/CA Identified Enrollees

Dear County Director of Social Services:

The NC General Assembly has mandated a savings of approximately \$90 million in state appropriations for this fiscal year by DMA through the CCNC networks. Enrolling Medicaid recipients with a CCNC Primary Care Physician (PCP) as quickly as possible is a critical step in meeting this mandate. An enrollment project has been implemented and will be completed in several phases over the next few months.

The attached letters have been sent out to those identified Medicaid recipients informing them of this enrollment. If the county receives any questions from recipients regarding these letters, instruct the recipient to contact DMA toll free at 1-855-843-3402.

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

Sincerely,

Craig L Gray, MD, MBA, JD, Director

CLG/el
Attachments





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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

<Case id #> <Client County #>

DMA-MC
2501 Mail Service Center
Raleigh, NC 27699-2501

<Date>

<Casehead Name>
<Recipient Address 1>
<Recipient Address 2>
<Recipient City State Zip >

Dear <Casehead Name>

Medicaid has enrolled <Recipient Name > with a special health care plan that gives better benefits! They are described on the back of this letter. It is called Community Care of North Carolina/Carolina ACCESS (CCNC/CA). It provides a primary care doctor who is:

<PCP>
<PCP Address 1>
<PCP Address 2>
<PCP City State Zip>
<PCP Phone Number>

As a recipient of Medicare and Medicaid, you are not required to enroll at this time. If you choose not to enroll, or if you want to choose another primary care doctor, contact the Division of Medical Assistance toll free at 1-855-843-3402.

If last year you contacted the department of social services and requested not to be enrolled, you have received this letter in error; Please contact the Division of Medical Assistance at the toll free number given above.

Please read the back of this letter for important information about CCNC/CA.



Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, N.C. 27603
An Equal Opportunity / Affirmative Action Employer
www.ncdhhs.gov/dma



Your Health Care

If you have Medicare already, this will help you.

Your Medicare

- Medicare pays for most medical and mental health services.
 - No co-pay when Medicare pays for all or part of a service.
 - No limit to the number of times you can see your doctor.
 - No restrictions on who you can see as long as they participate in Medicare. Your physician will help refer you.
-

Your Medicaid

- Medicaid will pay if there are costs left over after Medicare pays.
 - For some services that are not Medicare a service, Medicaid limits the number of times it will pay for you to see a doctor from July to June of each year.
 - You may have to pay a co-pay for services that Medicare does not cover.
 - Check the Medicaid web site: <http://www.dhhs.nc/dma/>
-

CCNC/C A What is?

- Stands for Community Care of North Carolina/Carolina ACCESS.
 - It is North Carolina Medicaid's special health care plan.
 - CCNC/CA has helped many people find a primary doctor.
 - Your primary doctor will refer you to a specialist if you need one. Let your doctor know which specialist you want to see.
-

Benefits of CCNC/CA

- A primary care doctor.
 - Trained people to make sure you get the care you need.
 - A nurse care manager if your health problems are hard to manage.
-

How do I enroll?

- You are enrolled automatically. You don't have to do anything.
- You can choose not to enroll at this time or you may enroll later. You can also choose to enroll with another primary doctor.
- If you choose not to enroll, your Medicaid and Medicare benefits will not be reduced or stopped.
- When enrolled, you can choose to disenroll at anytime.
- You can choose your own primary care doctor. You can also change your primary care doctor. Most changes are effective the month after you request a change.
- For more information, call your local department of social services or call Medicaid at 1-888-245-0179.

We are glad to welcome you as a member!





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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

<Case Id #> <Client County #>

DMA-MC
2501 Mail Service Center
Raleigh, NC 27699-2501

<Date>

<Casehead Name>
<Recipient Address 1>
< Recipient Address 2>
< Recipient City State Zip>

Dear <Casehead Name>

Medicaid has enrolled <Recipient Name> with a special health care plan that gives better benefits! They are described on the back of this letter. It is called Community Care of North Carolina/Carolina ACCESS (CCNC/CA). It provides a primary care doctor who is:

<PCP>
<PCP Address 1>
<PCP Address 2>
<PCP City State Zip>
<PCP Phone Number>

As a recipient of Medicaid, you are required to enroll at this time. If you want to choose another primary care doctor, contact the Division of Medical Assistance toll free at 1-855-843-3402 and we will assist you in this process. A customer service representative will also be available to answer any questions you have.

Please read the back of this letter for important information about CCNC/CA.



Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, N.C. 27603
An Equal Opportunity / Affirmative Action Employer

www.ncdhhs.gov/dma

CCNC MANDATORY



CCNC/CA

Community Care of North Carolina/Carolina Access

CCNC/CA What is it?

- Stands for Community Care of North Carolina/Carolina Access.
 - It is North Carolina Medicaid's special health care plan.
 - CCNC/CA has helped many people find a primary doctor.
 - Your primary doctor will refer you to a specialist if you need one. Let your doctor know which specialist you want to see.
-

Benefits of CCNC/CA!

- A primary care doctor.
 - Trained people to make sure you get the care you need.
 - A nurse care manager if your health problems are hard to manage.
 - A place to call 24 hours a day, 7 days a week for medical advice.
-

How do I enroll?

- You are enrolled automatically. You don't have to do anything.
- Your primary care doctor is listed on the front of this notice.
- It is important you make an appointment as soon as possible in order to establish a relationship with your primary care doctor.
- If you want to choose another primary care doctor, contact the Division of Medical Assistance at 1-855-843-3402. Most changes are effective the month after you request a change.

We are glad to welcome you as a member!





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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

<Case id> <County #>

DMA-MC
2501 Mail Service Center
Raleigh, NC 27699-2501

<Date>

<Casehead>
<Recipient Address 1 >
<Recipient Address 2>
<Recipient City State Zip>

Dear <Casehead Name>

Medicaid has enrolled <Recipient Name> with a special health care plan that gives better benefits! They are described on the back of this letter. It is called Community Care of North Carolina/Carolina ACCESS (CCNC/CA). It provides a primary care doctor who is:

<Name of medical home>
<PCP Address 1>
<PCP Address 2>
<PCP City State Zip>
<PCP Phone Number>

As a recipient of a specific Medicaid coverage group, you are not required to enroll at this time. If you choose not to enroll, or if you want to choose another primary care doctor, contact the Division of Medical Assistance toll free 1-855-843-3402. The customer service representative will also be able to answer any questions you have.

Please read the back of this letter for important information about CCNC/CA.

Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, N.C. 27603
An Equal Opportunity / Affirmative Action Employer
www.ncdhhs.gov/dma



CCNC OPTIONAL NON-MEDICARE



CCNC/CA

Community Care of North Carolina/Carolina Access

CCNC/CA What is it?

- Stands for Community Care of North Carolina/Carolina Access.
 - It is North Carolina Medicaid's special health care plan.
 - CCNC/CA has helped many people find a primary doctor.
 - Your primary doctor will refer you to a specialist if you need one. Let your doctor know which specialist you want to see.
-

Benefits of CCNC/CA!

- A primary care doctor.
 - Trained people to make sure you get the care you need.
 - A nurse care manager if your health problems are hard to manage.
 - A place to call 24 hours a day, 7 days a week for medical advice.
-

How do I enroll?

- You are enrolled automatically. You don't have to do anything.
- You can choose not to enroll at this time or you may enroll later. You can also choose to enroll with another primary doctor.
- You choose not to enroll; your Medicaid benefits will not be reduced or stopped.
- When enroll, you can choose to disenroll at anytime.
- You can choose your own primary care doctor. You can also change your primary care doctor. Most changes are effective the month after you request a change.
- For more information, call your local department of social services or call Medicaid at 1-855-843-3402.

We are glad to welcome you as a member!



Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, N.C. 27603
An Equal Opportunity / Affirmative Action Employer
www.ncdhhs.gov/dma

