



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

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Carol H. Steckel, MPH  
Director

September 3, 2013

Dear County Director of Social Services:

Subject: Managed Care Organizations (MCO)

The purpose of this letter is to inform you about a change within the Managed Care Organization (MCO). Western Highland Network will merge with Smokey Mountain Center effective October 1, 2013. Smokey Mountain Center will now serve Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, and Yancey counties.

Former Western Highlands Network beneficiaries will be mailed new Medicaid cards with updated MCO information and welcome letters. The welcome letters inform beneficiaries residing in the affected counties of the change and effective date.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Carol", with a long, sweeping horizontal line extending to the right.

Carol Steckel, MPH  
Director

CS/pc

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