



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

Tara R. Larson, Acting Director

October 30, 2008

Re: Medicaid Card Changes

Dear County Director of Social Services:

The purpose of this letter is to notify county departments of social services about changes with the Medicaid cards. The Division of Medical Assistance is changing the size of the blue and pink Medicaid Identification cards, as well as the addition of a new card color. The change is being made to improve use of the card for both the recipient and the provider by generating cards in a reduced size that is more portable, and to better identify the type of services the cardholder is eligible for.

**FAMILY PLANNING WAIVER Medicaid** cards, printed beginning **December 12, 2008, will be GREEN**. This color change will enable a provider to identify those eligible for limited Family Planning Waiver services only. The card will retain the statement "FAMILY PLANNING WAIVER RECIPIENT ELIGIBLE FOR LIMITED FAMILY PLANNING SERVICES ONLY." The form number for green card stock is DMA 5026.

Beginning December 12, 2008, **BLUE MEDICAID** cards, issued for Adult and Family and Children's Medicaid programs, and **PINK MEDICAID** cards, identifying recipients of the Medicaid for Pregnant Women program (MPW), as well as the new **GREEN MEDICAID** card will be reduced in size, can be cut out and easily carried in a wallet. In order to be able to provide a smaller card, the location of some of the information on the card has changed. The detachable pharmacy stub is no longer necessary and has been removed. The new Medicaid card will still include the Medicaid Program Abbreviation and the Class Identifier but the actual correct classification will now be shown. The size of the replacement cards that the counties manually type will not change.

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An insert with the above information in English and Spanish will be included with the November 2008 Medicaid cards. A copy of the inserts is attached.

The November Provider Bulletin will be on the WEB (<http://www.ncdhhs.gov/dma/prov.htm>) and will have sample cards that can be referenced.

The information will also be on the DMA Home Page.

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

Sincerely,

Tara R. Larson

TRL:jb  
Attachments

(This material was researched and written by John Benske, Program Consultant, Medicaid Eligibility Unit.)

## **YOUR MEDICAID CARD IS CHANGING**

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Beginning December 12, 2008 the **BLUE** and **PINK** Medicaid Identification cards will look different. You will be able to cut out your card and fold it over so that it will easily fit in your wallet. This way you will always have it available when you go to the doctor, hospital or pharmacy, just like other health insurance cards. Previously, on the left side of the Medicaid card, there was a section that your pharmacist kept when your prescription was filled. This is no longer a requirement and that portion of the card has been removed.

The information on the card will not change. Your Medicaid is still valid if you do not cut and fold the card. You must still provide your Medicaid card to your medical provider at each visit.

If you receive Medicaid under the Family Planning Waiver, the color of your card is changing. **The new Family Planning Waiver Medicaid card will be GREEN.** This color change affects only those who receive Family Planning Waiver Medicaid.

The **BUFF** Medicaid card will not change.

## **SU TARJETA DE MEDICAID VA A CAMBIAR SU TARJETA DE MEDICAID VA A CAMBIAR**

A partir del 12 de diciembre de 2008, las tarjetas de identificación **AZULES** y **ROSAS** de Medicaid tendrán un aspecto diferente. Podrá recortar su tarjeta y doblarla para que entre fácilmente en la billetera. De este modo, siempre la tendrá a la mano cuando vaya al médico, al hospital o a la farmacia, igual que otras tarjetas de seguro médico. Anteriormente, del lado izquierdo de la tarjeta de Medicaid, había una sección que el farmacéutico guardaba cuando le entregaba un medicamento recetado. Esto ya no es un requisito y esa parte de la tarjeta ha sido eliminada.

La información de la tarjeta no cambiará. Su servicio de Medicaid sigue siendo válido aunque no corte y doble la tarjeta. No obstante, aún debe presentarle la tarjeta de Medicaid a su prestador de servicios médicos en cada visita.

Si recibe Medicaid en el marco del Programa de Planificación Familiar, el color de su tarjeta va a cambiar. **La nueva tarjeta del Programa de Planificación Familiar de Medicaid será VERDE.** Este cambio de color solamente afecta a los beneficiarios del Programa de Planificación Familiar de Medicaid.

La tarjeta de Medicaid color **CANELA** no cambiará.

Simulacro