



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

December 22, 2008

Re: NCHC Benefit Card Changes

Dear County Director of Social Services:

Blue Cross and Blue Shield of North Carolina, the claims processor for North Carolina Health Choice, is moving to a new system in January 2009. Due to this move, some NC Health Choice recipients may receive two 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.

The attached insert was mailed out to NC Health Choice recipients during the month of December 2008. This insert will explain why they may receive two cards and when to use those cards.

If further assistance is needed, please contact your Medicaid Program Representative. You may also contact Angela Floyd, Assistant Director for Recipient and Provider Services, at (919) 855-4000.

Sincerely,

Tara R. Larson

TRL/cn

cc: Angela Floyd
Susan Sinclair

BCBS NC HEALTH CHOICE
ID CARD INSERT



Enclosed is your new North Carolina Health Choice for Children (NCHC) ID card. You can start using this new ID card on January 1, 2009 and use it until the end of your certification period; which has not changed. Please check the member information. If any changes are needed please contact your local Department of Social Services office.

Blue Cross and Blue Shield of North Carolina is moving to a new system in January 2009. This change may result in some NCHC members getting two new ID cards during the last few weeks of 2008. If you get two new ID cards, please review them carefully. Be sure to use the one with the 2008 start date through December 31, 2008. On the first day of 2009, begin using the ID card with the January 1, 2009, start date. Destroy all old ID cards to make sure you are using the right card when you see your doctor or get medicine.

Starting January 1, 2009, you can check claims or order ID cards online. Just go to www.bcbsnc.com and register for My Member Services, your secure way to access information on our Web site. If you have any questions about the North Carolina Health Choice for Children benefits or your new ID card please call our customer service department at **1-800-422-4658**, Monday through Friday, 8 a.m. to 5 p.m. We will be happy to help with your questions.