

**Questions?** Go to <u>ncmedicaidplans.gov</u>. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

DAWSON WALTON 509 FARM HOUSE LN DURHAM NC 27217 0000 September 9, 2025

## Dear DAWSON WALTON:

We received your complaint on September 5, 2025.

We will review the information you sent. We will respond within 30 days of the date we received your complaint.

## **Questions?**

We can help. Go to <u>ncmedicaidplans.gov</u>. You can also use the "chat" tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 7 p.m., Monday through Friday. You may need your Medicaid ID number when you call or go to the website.

You can get the information at <u>ncmedicaidplans.gov</u> in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

Thank you, NC Medicaid Team

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You can get free auxiliary aids and services, including information<sup>1</sup> in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.