



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

Know Your NC Medicaid Health Care Options

Notice of disenrollment rights for the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan

Your rights

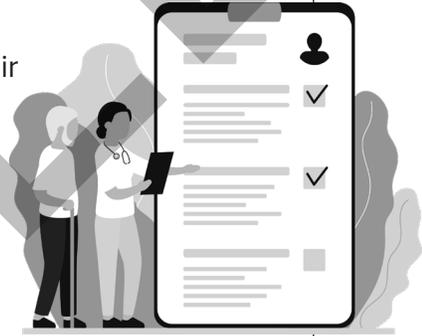
NC Medicaid must tell NC Medicaid Managed Care members about their disenrollment rights at least 60 days before program services start.

You qualify for the Tailored Plan

The Tailored Plan offers health care services you may need for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

Each North Carolina county has one Tailored Plan

Your Tailored Plan is based on the county that manages your Medicaid case. You can't choose a different Tailored Plan. If the county that manages your Medicaid case changes, you will be moved to the Tailored Plan that serves that county. To learn more about the service area (counties) for each Tailored Plan, go to the *Find* page at ncmedicaidplans.gov.



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

ATTENTION: For free interpreter services, call **1-833-870-5500** (TTY: 711 or RelayNC.com).

Español (Spanish)
ATENCIÓN: Para servicios gratuitos de un intérprete, llame al **1-833-870-5500** (número de TTY: 711 o RelayNC.com).

繁體中文 (Chinese)
注意：如需免費的口譯員服務，請撥打 **1-833-870-5500** (TTY: 711 或 RelayNC.com)

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.



Disenrollment (leaving the Tailored Plan)

You now get one or more of the services listed below. These services are only offered by the Tailored Plan:

- Services from the NC Innovations Waiver program
- Services from the NC TBI Waiver program
- Services from the Transitions to Community Living (TCL) program
- Services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID)
- Services from the Non-Medicaid (State-funded) Residential program

If you no longer need the services the Tailored Plan offers, you may choose to leave the Tailored Plan at any time and for any reason. Because you are getting one or more of the services listed above, there are more steps below that you must take before you can leave the Tailored Plan.

Remember: The services and programs listed above are **only** offered by the Tailored Plan. If you move to a Standard Plan, you will lose access to these services and programs.

If you are getting services from the NC Innovations Waiver or TBI Waiver programs

- You can choose to leave the Waiver program at any time. If you are getting NC Innovations Waiver or NC TBI Waiver services, you must leave the Waiver program before you ask to leave the Tailored Plan. If you leave the Waiver program, you **will** lose access to the Waiver services.
- If you want to leave the NC Innovations Waiver or the NC TBI Waiver program, you must contact your Care Manager or Member Services at your Tailored Plan. Your Tailored Plan will require you to sign a paper that says you want to leave the Waiver program.
- After you have left the Waiver program, you can call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We will tell you about your health care options. This is to help you make the best choice for your needs.

If you are getting services from the Transitions to Community Living (TCL) program

- You can choose to leave the TCL program at any time. If you are in the TCL program, you must leave the program before you ask to leave the Tailored Plan. If you leave the TCL program, you **may** lose access to some services, including your housing funding.
- If you want to leave the TCL program, you must contact your Care Manager or Member Services at your Tailored Plan. Your Tailored Plan will require you to sign a paper that says you want to leave the TCL program.

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

- After you have left the TCL program, you can call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We will tell you about your health care options. This is to help you make the best choice for your needs.

If you are getting services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID)

- You can choose to leave an ICF-IID at any time. If you live in an ICF-IID, you must leave the ICF-IID before you ask to leave the Tailored Plan. If you leave the ICF-IID, you may **not** be able to return to that facility even if you stay in or move back to the Tailored Plan.
- If you want to leave the ICF-IID, you must contact your Care Manager or Member Services at your Tailored Plan to tell them you are leaving.
- After you have left the ICF-IID, you can call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We will tell you about your health care options. This is to help you make the best choice for your needs.

If you are getting services from the Non-Medicaid (State-funded) Residential Services program

- You can choose to leave the State-funded Residential Services program at any time. If you are in the State-funded Residential Services program, you must leave the program before you ask to leave the Tailored Plan. If you leave the State-funded Residential Services program, you may not be able to return to that home even if you stay in or move back to the Tailored Plan.
- If you want to leave the placement where you are getting State-funded Residential services, you must contact your Care Manager or Member Services at your Tailored Plan to tell them you are leaving.
- After you have left the placement where you are getting State-funded Residential services, you can call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We will tell you about your health care options. This is to help you make the best choice for your needs.



How to ask to move back to the Tailored Plan

If you leave the Tailored Plan but then need a service that only the Tailored Plan offers, you can ask to move back to the Tailored Plan at any time. If you still qualify for the Tailored Plan, you will be moved back.

If you no longer qualify for the Tailored Plan, you can fill out the *Request to Move to the Tailored Plan: Beneficiary Form*. Or your provider can fill out the *Request to Move to the Tailored Plan: Provider Form*.

You can find both forms at ncmedicaidplans.gov.

Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

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Remember: If you leave the Tailored Plan and decide later that you want to move back to the Tailored Plan, you may **not** be able to return to your Waiver program or residential placement.



Expedited (faster) requests to change health care options

If you think you have an **urgent medical need**, you can ask for an expedited (faster) review of your request to change health care options. An urgent medical need means that the time to change your health care option will cause danger to your life, physical or mental health, or ability to get, keep or regain maximum function. If your request for an expedited review is approved, you will get a letter about your request to change health care options within 3 days of making the request.

Decisions on requests to change health care options

If your request is approved, you will get a letter in the mail. It will tell you the date the change starts. The start date will be no later than the first day of the second month after the month that you asked to change health care options.

If your request is denied, you will get a letter in the mail. It will tell you why your request was denied. It will tell you how to appeal if you disagree with the decision.



State Fair Hearings for disenrollment decisions

You have a right to ask for a State Fair Hearing if you disagree with a disenrollment decision. The NC Office of Administrative Hearings (OAH) holds State Fair Hearings. You will have a chance to give an administrative law judge more information. You can also ask questions about the decision. In North Carolina, State Fair Hearings offer the choice to have a free, voluntary mediation session before your Hearing date.

How to ask for a State Fair Hearing

You will have **30 days** from the date on the decision letter to ask OAH for a State Fair Hearing. You can ask for a State Fair Hearing by mail or fax. Or you can call OAH. The decision letter will include a State Fair Hearing Request Form. It tells you how to file your appeal.

If your life, physical or mental health, or ability to get, keep or regain maximum function is in danger, you can ask for an expedited (faster) State Fair Hearing. You can ask by mail or fax. Or you can call OAH. The State Fair Hearing Request Form tells you how to ask for a faster appeal.

You can ask for a State Fair Hearing yourself. You can also ask a friend, family member, your provider or a lawyer to help you. If you need help with your State Fair Hearing request, call us at **1-833-870-5500** (TTY: 711 or RelayNC.com).



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