



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.

NOTICE TO HOUSEHOLD MEMBERS INFORMING THEM THAT THEIR MEDICAID/NC HEALTH CHOICE ELIGIBILITY WILL BE RECERTIFIED
NC Medicaid 20211021 v1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

November 1, 2021

Dear Patricia A. Jones:

Your local Department of Social Services (DSS) office will soon recertify Medicaid/NC Health Choice eligibility for the people below:

Name / ID Number	Medicaid ID
Patricia A. Jones	XXX-XX-XXXX

If you still qualify for Medicaid/NC Health Choice after this process, you will get a letter with your new effective date and your health plan choices.

If you want to keep your health plan

You can stay in the health plan you have now. You do not have to do anything to keep your same health plan.

If you want to change your health plan

You can change your health plan up to **90 days** after your new Medicaid effective date. You do **not** need a reason to change your health plan. To change your health plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). If you change your health plan, you will get health plan information and a new ID card from your new health plan.

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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**.

Starting 90 days after your new Medicaid effective date and until your next Medicaid eligibility recertification, you can change your health plan for one of these “with cause” reasons:

- You moved out of your health plan’s service area
- You have a family member in a different health plan
- You cannot get all the related services you need from the providers in your health plan, and there is a risk to getting the services separately
- A different health plan may be better for your complex medical conditions
- Your Long-Term Services and Supports (LTSS) provider is not in your health plan
- Your health plan does not cover a service you need for moral or religious reasons
- Other reasons (poor quality of care, lack of access to covered services, lack of access to providers experienced in dealing with your health care needs)

If you lose Medicaid eligibility for 2 months or less and then become eligible for Medicaid again, you will be re-enrolled in the health plan you were in when you lost eligibility. If NC Medicaid no longer allows enrollment in that health plan, you can choose a new health plan.

Questions?

We can help. Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team