



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.

February 15, 2023



Dear SAMPLE NAME,

There will be a new way to get Medicaid health care

Starting **April 1, 2023**, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan). You are getting this letter because this new option is available to you or someone in your household.

The person below can keep the health care option they have now

Name / ID number	Health care option
SAMPLE NAME	NC Medicaid Direct
Medicaid ID Number	

If you want to keep your current health care option, you do not have to do anything.

If you want to choose the Tailored Plan

You can choose the Tailored Plan at any time. Enrollment in the Tailored Plan is voluntary. This means you have other choices.

You qualify for the Tailored Plan because it offers the health care services you may need for a mental health disorder, substance use disorder (SUD), I/DD or traumatic brain injury (TBI). To learn more about why you qualify for the Tailored Plan, go to the *Learn* page at ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

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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**.



To choose the Tailored Plan:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

If you choose the Tailored Plan, some things will stay the same

If you get Tailored Care Management services now through your Local Management Entity/Managed Care Organization (LME/MCO), you will keep getting those services through your Tailored Plan.

Innovations and TBI Waiver only:

- Tailored Plan enrollment does **not** change your Innovations or TBI waiver enrollment or waitlist status.
- Your Tailored Plan will **keep giving you** the Innovations and TBI waiver services you get today.

What to know about the Tailored Plan

The **Tailored Plan** is an NC Medicaid and NC Health Choice health plan. It offers:

- Physical health, pharmacy, care coordination and behavioral health services for members with mental health needs, severe SUDs, I/DDs or TBIs.
- Services for special populations, including Innovations and TBI Waiver participants and Waiver waitlist individuals.
- Tailored Care Management to help support your needs and reach your health goals.
- Added services for members who qualify. The added services are listed on the Health Care Option Guide.

For a full list of services that the Tailored Plan offers, or to learn more about the Tailored Plan and NC Medicaid Managed Care, go to the *Learn* page at ncmedicaidplans.gov.

The Tailored Plan will have a group of providers to care for your physical and behavioral health needs. These providers include:

- Primary care providers (such as a doctor or nurse practitioner)
- Behavioral health providers (such as a psychiatrist or therapist)

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- Innovations and TBI Waiver provider agencies
- Hospitals and other care facilities
- Tailored Care Management providers

Providers give you the health care services you need. If you enroll in the Tailored Plan, you will need to get care from a provider in the Tailored Plan's provider group. You can search for Primary Care Providers (PCPs) on the *Find* page at ncmedicaidplans.gov.

The Tailored Plan must have enough hospitals and providers for you to get covered services near you and in a timely way.

If you change to the Tailored Plan before March 31, 2023, the new Tailored Plan will start on April 1, 2023

After you enroll, the Tailored Plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call the Tailored Plan at the number listed on your ID card.

These are all your health care options

- **Tailored Plan** - The Tailored Plan is an NC Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with mental health needs, severe SUDs, I/DDs or TBIs. The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. It offers added services for members who qualify.
- **NC Medicaid Direct** - NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). Six LME/MCOs provide Tailored Care Management to coordinate services for a mental health disorder, SUD, I/DD or TBI.

See the Health Care Option Guide for details on added services for each health care option.

More information about changing your health care option is available in the Know Your NC Medicaid Health Care Options included with this letter.

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Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov 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.

NC Medicaid Ombudsman

The NC Medicaid Ombudsman provides education, advocacy, and issue resolution for Medicaid beneficiaries in NC Medicaid Managed Care and NC Medicaid Direct. You can use the NC Medicaid Ombudsman resource when you cannot resolve issues with your health plan or your PCP.

Go to ncmedicaidombudsman.org. Or call **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,

NC Medicaid Team