



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 10, 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 you, or someone in your household, will be affected by this change.

The person below is enrolled in Sandhills Center (Tailored Plan) starting April 1, 2023

Sandhills Center, is the Tailored Plan that serves the county that manages your Medicaid case. You were enrolled in the Tailored Plan because it offers the services you may need for a mental health disorder, substance use disorder (SUD), I/DD or traumatic brain injury (TBI). You will start getting health care services from the Tailored Plan on the start date below. Until then, you will get health care the way you do now.

| Name / ID number | Tailored Plan / Start date / Phone |
|--------------------|------------------------------------|
| SAMPLE NAME | Sandhills Center |
| MEDICAID ID NUMBER | April 1, 2023 1-800-256-2452 |

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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**.



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.

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

Providers give you the health care services you need. You will need to get care from a provider in the Tailored Plan's provider group. The Tailored Plan must have enough hospitals and providers for you to get covered services near you and in a timely way.

Choose your primary care provider (PCP) by February 27, 2023

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your physical health, coordinate your needs, and refer you to specialists when you need them. Even if you have a PCP, you need to choose a PCP in the Tailored Plan's provider group.

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To choose a PCP, call the Tailored Plan listed in this letter.

If you don't choose a PCP by February 27, 2023, the Tailored Plan will choose one for you. If you do not want your assigned PCP, you can call your Tailored Plan to change it.

The Tailored Plan can tell you which PCPs are in their provider group. Or you can search for a PCP on the *Find* page at ncmedicaidplans.gov. PCPs join Tailored Plans every day. If you do not see your PCP in your Tailored Plan's provider group, keep checking. If you have to change the PCP you have now, your Tailored Plan will help coordinate your care while the change takes place.

What happens next?

The Tailored Plan will send you information and a new ID card in March 2023. 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.

If you do not want to enroll in the Tailored Plan, you can choose a different health care option. After **April 1, 2023** you will get health care from the Tailored Plan listed above unless:

- You choose a different health care option,
- You no longer qualify for the Tailored Plan, **or**
- You move out of the Tailored Plan's service area.

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).

Remember: You may need certain services that **only** the Tailored Plan offers.

These are all of 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.
- **Standard Plan** - A Standard Plan is an NC Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify.

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

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

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