



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

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 HOUSEHOLDS WITH BENEFICIARIES WHO ARE CURRENTLY ENROLLED (AUTO ENROLLED OR CHOSE A TAILORED PLAN) IN A TAILORED PLAN WITH A 4/1/23 START DATE

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

March 24, 2023

Dear Patricia A. Jones:

We recently sent you a letter to tell you about a new NC Medicaid Managed Care health plan. The new plan is called the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan). The letter let you know that you or someone in your family were enrolled in a Tailored Plan or could choose to enroll in a Tailored Plan. The Tailored Plan was expected to begin **April 1, 2023**.

The Tailored Plan start date has changed to October 1, 2023

If you were enrolled in or chose to enroll in a Tailored Plan, you will keep getting health care the way you do now until the new October 1 start date. This means you will continue to receive your Medicaid services as you do today:

- Behavioral health services, I/DD and traumatic brain injury (TBI) supports through your local management entity/managed care organization (LME/MCO)
- Physical health and pharmacy services through NC Medicaid Direct.

If you get Tailored Care Management services now through your LME/MCO, you will keep getting those services. Tailored Care Management helps support your needs and reach your health goals.

If you are enrolled in the Tailored Plan or can choose to enroll in the Tailored Plan, you will get another letter in the mail in the late Summer or early Fall of this year. It will tell you what to do next. When you get the letter, you can call your Tailored Plan to choose a primary care provider (PCP).

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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**.

If you previously chose to enroll in a Standard Plan, you will remain enrolled in a Standard Plan. If you want to change your health care option, call us at **1-833-870-5500** (TTY: 711 or RelayNC.com).

If your address or phone number changes, call or visit your local DSS office to report these changes so you don't miss important Medicaid information. If you have an enhanced ePASS account you can update your information without having to call or visit your local DSS. For information on creating an enhanced ePASS account visit epass.nc.gov.

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 hours are from 7:00 a.m. to 5:00 p.m., Monday through Saturday. The call is toll-free. Please have 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**, Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is toll-free.

Thank you,
NC Medicaid Team