



**Questions?** Go to [ncmedicaidplans.gov](http://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.

September 9, 2025

HAMILTON HAYNES  
509 FARM HOUSE LN  
DURHAM NC 27217

Dear HAMILTON HAYNES:

You are enrolled in the **Eastern Band of Cherokee Indians (EBCI) Tribal Option**. The EBCI Tribal Option is the primary care case management entity created by the Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of federally recognized tribal members and others who qualify for services through Indian Health Service (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region.

The EBCI Tribal Option includes care coordination by Vaya Health for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The EBCI Tribal Option also provides added services.

The people below will get health care services from the EBCI Tribal Option on the start date below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID number	Health care option / Start date / Phone number	PCP / Address / Phone number
HAMILTON HAYNES XXXXXXXXXXXX	EBCI Tribal Option August 1, 2025 1-800-260-9992 JOHNSONCOHEN (LME/MCO) 1-704-786-6521	CABARRUS FAMILY MEDICINE 270 COPPERFIELD BLVD NE, CONCORD, NC, 28025 1-704-786-6521

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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**.

## About Local Management Entity/Managed Care Organizations (LME/MCOs)

LME/MCOs offer services related to a serious mental illness, severe substance use disorder, I/DD or TBI. These services may include:

- See a counselor, psychologist or psychiatrist for a serious mental illness
- Get help for children who have attention deficit/hyperactivity disorder
- Get help with alcohol or drug use
- Get help with specialty behavioral health services through care coordination
- Get mobile crisis management services

To learn more about the services your LME/MCO offers, call your LME/MCO at their phone number listed above or read the Member Handbook that was mailed to you.

Your LME/MCO has a provider network (group). The provider group has doctors, therapists, specialists, hospitals and other health care facilities. They give you the behavioral health, I/DD and TBI services you need. You can get services from any provider in your LME/MCO's group. For a full list of providers, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

The LME/MCO must have enough network providers for you to get covered services near you and in a timely way.

### Your LME/MCO

Your LME/MCO is based on the county that manages your Medicaid case. You **cannot** choose a different LME/MCO.

- If you move outside of your LME/MCO's service area, you will move to a new LME/MCO.
- If you choose a health plan, such as a Standard Plan or Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan, you will be disenrolled from your LME/MCO.

### If you want to stay in the EBCI Tribal Option

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

### You have two more choices

If you do not want to be in the EBCI Tribal Option, you have two more choices:

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1. You can change your **health plan** at any time. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same health plan. This includes physical health, behavioral health and medicine. Some health plans provide added services.
2. You can change to **NC Medicaid Direct** at any time. NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care management by Community Care of North Carolina, the primary care case management entity for physical health services. Local Management Entity/Managed Care Organizations (LME/MCOs) coordinate services for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

## If you want to make a change

You can change a health plan at any time and for any reason. To learn about the health plans and their added services or to make a change:

- Go to [ncmedicaidplans.gov](http://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).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

## If you change your health plan, the new health plan will start the first day of the next month

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

## Questions?

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 7 p.m., Monday through Friday. You may need your Medicaid ID number when you call or go to the website.

You can get the information at [ncmedicaidplans.gov](http://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.

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## NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care. They can connect you to other resources and help you understand your rights and responsibilities.

Go to [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org). Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday

Thank you,  
NC Medicaid Team

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