



**NOTICE TO FEDERALLY RECOGNIZED TRIBAL MEMBER OR IHS-ELIGIBLE BENEFICIARY ENROLLED IN
THE EBCI TRIBAL OPTION WHO HAS THE OPTION TO STAY IN THE EBCI TRIBAL OPTION, CHOOSE A
HEALTH PLAN, OR CHOOSE NC MEDICAID DIRECT**

NC Medicaid 20221123 v1.0

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

September 1, 2022

Dear Patricia A. Jones:

You are enrolled in the EBCI Tribal Option

The **EBCI Tribal Option** is the primary care case management entity (PCCMe) 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 mental health disorder, 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
Patricia A. Jones XXX-XX-XXXX	EBCI Tribal Option November 1, 2022 1-800-260-9992 Vaya Health 1-828-225-2785	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

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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**.

What is a Local Management Entity-Managed Care Organization (LME-MCO)?

An LME-MCO offers services related to a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). These services may include:

- Seeing a counselor, psychologist or psychiatrist for a mental health disorder
- Getting help for children who have attention deficit/hyperactivity disorder (ADHD)
- Getting help with alcohol or drug use
- Care coordination, such as help with getting specialty behavioral health services
- Mobile crisis management services

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

Your LME-MCO has a group of providers (provider network). The provider network 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 network. For a full list of providers, go to the Find page at 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 can't 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 Tailored Plan, you will be disenrolled from your LME-MCO.

If you want to stay in the EBCI Tribal Option, you do not have to do anything.

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

You have two more choices

If you do not want to be in the EBCI Tribal Option, you can choose a new health plan or NC Medicaid Direct at any time.

1. You can choose a **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 like programs to help you quit smoking.
2. You can choose **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 (CCNC), the primary care case management entity (PCCMe) for physical health services. Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

If you want to make a change

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

- 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).
- 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 care option, the new health care option will start the first day of the next month

After you enroll, your health care option 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 your health care option.

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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), 7 a.m. to 5 p.m., Monday through 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 can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.

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