



**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.

July 30, 2025

PEGGY WOODARD  
 47818 JESSICA VILLAGE APT. 058  
 DURHAM NC 27217 0000

Dear PEGGY WOODARD:

You chose a health plan, or we chose one for you. The person below will get services from the health plan listed on the start date below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID number	Health plan / Start date / Phone	PCP / Address / Phone
PEGGY WOODARD XXXXXXXXXXXX	NC Medicaid Direct July 1, 2025 1-888-245-0179	No PCP chosen. Please choose a PCP.

**If you want to keep your health plan, you do not have to do anything.**

**If you want to change your health plan**

You can change your health plan at any time and for any reason.

More on next page ►

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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**.

## These are the health plans

- **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 coordinates with 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 offers added services for members who qualify.

- **Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan** - The Tailored Plan is an NC Medicaid Managed Care health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with a serious mental illness, severe substance use disorder, I/DD or TBI. The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. Tailored Plans offer 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 management by Community Care of North Carolina (CCNC), the primary care case management entity for physical health services. Local Management Entities/Managed Care Organizations (LME/MCOs) coordinate services for a serious mental illness, severe substance use disorder, I/DD or TBI.

To learn more about why you qualify for the health plans listed in this letter, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

To learn more about your options and the services they offer or to make a change:

- Go to [ncmedicaidplans.gov](https://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 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.

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

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

## **Choose your primary care provider (PCP)**

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs and refer you to specialists when you need them. Your health plan can tell you which PCPs are in your provider network (group).

Your health plan will choose a PCP for you. If you want to change your PCP, call your health plan at their number listed on page 1 of this letter.

For a full list of providers, including PCPs in your health plan's network (group), go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

## **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.

## **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