



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 BENEFICIARY WHO CHOSE A HEALTH PLAN AND MAY STAY ENROLLED IN A HEALTH PLAN OR MAY SWITCH TO NC MEDICAID DIRECT (EXEMPT)
NC Medicaid 20220216 v1.0

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

February 1, 2022

Dear Patricia A. Jones:

Here is your new health plan

The people below will get health care services from their new health plan starting on the date listed. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health plan / Start date/ Phone number	PCP / Address / Phone number
Patricia A. Jones XXX-XX-XXXX	WellCare February 1, 2022 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

Do you want to change to NC Medicaid Direct?

- NC Medicaid Direct offers certain services for a mental health disorder, or substance use disorder, developmental disability or traumatic brain injury. NC Medicaid Direct includes care coordination from Local Management Entity-Managed Care Organizations (LME-MCOs). You can change to NC Medicaid Direct at any time.
- To learn more or to change to NC Medicaid Direct, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). You do not need to send an enrollment form.

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

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MEDICAID EB EXEM MCE3-ENG 211124

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 want to **change** your health plan

You can choose a new health plan at any time. To learn about the health plans and the services they offer:

- 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.

To choose a health plan:

- Call us at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- 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 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 plan at the number listed on your ID card.

Questions?

We can help. Go to 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 5 p.m., Monday through Saturday. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team