



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 PEOPLE WHO MUST CHOOSE A HEALTH PLAN (MANDATORY) AFTER THEY HAVE CHOSEN A PLAN OR BEEN AUTO-ASSIGNED TO ONE
NC Medicaid 20220216 v1.0

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

February 1, 2022

Dear Patricia A. Jones:

Your health plan

You chose a health plan, or we chose one for you. The people listed below can start getting services from the health plan on the start dates below. 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

Health plans have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in your health plan’s provider network. For a full list of providers, go to the *Find* page at ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

Health plans must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the *Find* page at ncmedicaidplans.gov.

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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 want to keep your health plan

You can stay in the health plan listed in this letter. You do not have to do anything.

If you want to change your health plan, choose a new health plan by April 30, 2022

All health plans are required to have the same Medicaid services. Some health plans provide added services like programs to help you quit smoking. To learn more 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 change your health plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or 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 the number on your ID card.

If you don't change your health plan by April 30, 2022

You will stay in your health plan until your Medicaid recertification date unless:

- You are required to change health plans
- You have a special or "with cause" reason
 - Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to ncmedicaidplans.gov

We will send you another letter telling you when you can choose a new health plan without a special reason.

More on next page ►

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If you need certain services to address needs related to a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI)

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 711 or RelayNC.com).

Questions?

We can help. Go to ncmedicaidplans.gov. 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