



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

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 care option

The people below will get health care services from the EBCI Tribal Option starting on the date listed. 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 February 1, 2022 1-800-260-9992	No PCP chosen. Please choose a PCP.

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

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.

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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**.

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

You have two more choices

If you do not want to be in NC Medicaid Direct, you can choose a health plan or the EBCI Tribal Option 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 current health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care. NC Medicaid Direct includes care coordination from:
 - Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe)
 - Six Local Management Entity-Managed Care Organizations (LME-MCOs)
 - LME-MCOs coordinate services for a mental health disorder, substance use disorder, developmental disability or traumatic brain injury.

If you want to make a change

You can make a change at any time. 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.

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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.

Choose your primary care provider

You need to choose a primary care provider (PCP). Your PCP is your family doctor, clinic or other health care provider. To choose the PCP you want, call the number 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