



**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.

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

**You now have more choices**

The people below are in the health plans listed. If you chose a primary care provider (PCP), your PCP is listed below.

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

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

**You have three more choices**

If you do not want the health plan listed, you can choose a new health plan at any time. You may also choose the EBCI Tribal Option or NC Medicaid Direct at any time.

1. You can change your health plan at any time. Follow the steps in this letter to change your health plan.

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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**.

2. You can choose the EBCI Tribal Option at any time. 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, developmental disability or traumatic brain injury. The EBCI Tribal Option also provides added services.

3. 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 your choices and the services offered 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 toll free at **1-833-870-5500** (TTY: 711 or [RelayNC.com](https://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 at the number listed on your ID card.

### **Questions?**

We can help. Go to [ncmedicaidplans.gov](https://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

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