



**NOTICE TO PEOPLE WHO ARE STAYING IN THEIR CURRENT HEALTH CARE OPTION BUT CAN CHOOSE THE TAILORED PLAN; OTHER OPTIONS INCLUDE NC MEDICAID DIRECT AND STANDARD PLAN
NC MEDICAID 20220601 V1.0**

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

August 1, 2022

Dear Patricia A. Jones,

Patricia A. Jones is enrolled in 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 coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

There will be a new way to get Medicaid health care

Starting **December 1, 2022**, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan).

The **Tailored Plan** is a North Carolina Medicaid and NC Health Choice health plan. It offers:

- Physical health, pharmacy, care coordination and behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs).
- Services for special populations, including Innovations and TBI Waiver participants and Waiver waitlist individuals.
- Added services for members who qualify. The added services are listed on the Health Care Option Guide.

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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**.

For a full list of services the Tailored Plan offers, go to the *Learn* page at ncmedicaidplans.gov.

The Tailored Plan will 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. For a full list of providers, go to the *Find* page at ncmedicaidplans.gov.

The Tailored Plan 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.

To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to ncmedicaidplans.gov.

Some things will stay the same

Medicaid eligibility rules and processes are not changing.

The people below will stay in their current health care option

Name / ID Number	Health care option
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct

If you want to keep your current health care option, you do not have to do anything.

If you want to choose the Tailored Plan

You can choose the Tailored Plan at any time. Enrollment in the Tailored Plan is voluntary. This means you have other choices.

You qualify for the Tailored Plan because it offers the health care services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). To learn more about why you qualify for the Tailored Plan, go to the *Learn* page at ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

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To learn more about the Tailored Plan and the services offered:

- 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.

These are all your health care options

- **Tailored Plan** - The Tailored Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs). The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. It offers 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 coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
- **Standard Plan** - A Standard Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify.

If you change to the Tailored Plan before November 30, 2022, the new Tailored Plan will start on December 1, 2022

After you enroll, the Tailored 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 Tailored Plan at the number listed on your ID card.

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Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on 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