



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

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.

REMINDER NOTICE SENT DURING THE CHOICE PERIOD

NC MEDICAID 20220601 V1.0

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

August 1, 2022

Dear Patricia A. Jones,

There will be a new way to get Medicaid health care

The people below will start getting health care services from Eastpointe (Tailored Plan) on **December 1, 2022**.

- Patricia A. Jones: XXX-XX-XXXX

If you did not choose a primary care provider (PCP) and Tailored Care Management provider, you need to choose a PCP and Tailored Care Management provider by October 14, 2022

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs, and refer you to specialists when you need them. The Tailored Plan can tell you which PCPs are in their provider network. Even if you have a PCP, you need to choose a PCP in the Tailored Plan's provider network.

Your Tailored Care Management provider helps coordinate your services and support needs. The Tailored Plan can tell you which Tailored Care Management providers are in their provider network. Your PCP may be your Tailored Care Management provider. The Tailored Plan can tell you which PCPs are also Tailored Care Management providers.

To choose a PCP and Tailored Care Management provider, call the Tailored Plan listed in this letter. If you don't choose a PCP and Tailored Care Management provider by **October 14, 2022**, the Tailored Plan will choose one for you.

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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 a list of providers, including PCPs and Tailored Care Management providers in the Tailored Plan’s provider network, go to the *Find* page at ncmedicaidplans.gov.

Eastpointe: 1-800-913-6109

If you want to leave the Tailored Plan, you may choose a different health care option if you qualify

To learn more about your choices and the services offered 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).
- Mail or fax the enrollment form that was mailed to you.

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