

# Fact Sheet

## Tailored Plan Auto-Enrollment and Choice Period

### County Playbook: NC Medicaid Managed Care

#### Tailored Plan Choice Period begins Aug. 15, 2022, and ends Oct. 14, 2022

Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans will begin providing health care services to members on Dec. 1, 2022.

Beneficiaries who qualify for a Tailored Plan will receive a notice from the NC Medicaid Enrollment Broker about their enrollment, health care options (if applicable) and how to choose a primary care provider (PCP) and Tailored Care Management provider.

This Fact Sheet provide details on Tailored Plan auto-enrollment and choice period. If beneficiaries have questions, they should contact the NC Medicaid Enrollment Broker:

- Phone: 1-833-870-5500 (TTY: 711 or [RelayNC.com](https://www.relaync.com))
- Online at [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

#### TAILORED PLAN AUTO-ENROLLMENT

Once auto-enrollment begins **Aug. 15, 2022**, potential Tailored Plan members will receive an Enrollment Packet in the mail from the NC Medicaid Enrollment Broker. The Enrollment Packet will include information about the Tailored Plan and the member's other health care choices, if applicable.

For more information about enrollment notices, visit the [County Playbook for Medicaid Managed Care – Beneficiary Notices](#).

#### TAILORED PLAN CHOICE PERIOD

Members who are auto-enrolled in the Tailored Plan or who may choose a Tailored Plan (opt-in) may choose their primary care provider (PCP) and Tailored Care Management provider beginning **Aug. 15, 2022**, through **Oct. 14, 2022**.

To choose a PCP or Tailored Care Management provider members should contact their Tailored Plan by calling the phone number listed in their notice. Members can search and find providers on the [NC Medicaid Enrollment Broker website](#)

Some beneficiaries will have other health care options and can choose to enroll in a Standard Plan, the Eastern Band of Cherokee Indians (EBCI) Tribal Option or NC Medicaid Direct.

**To choose a different health care option** (if applicable) members should contact the NC Medicaid Enrollment Broker:

- Phone: 1-833-870-5500 (TTY: 711 or RelayNC.com)
- Enrollment Form: Fill out the form and mail or fax to
  - Mail: P.O. Box 613, Morrisville NC 27560
  - Fax: 1-833-898-9655
- Website\*: [ncmedicaidplans.gov/enroll](https://ncmedicaidplans.gov/enroll)
- Mobile App\*: NC Medicaid Managed Care on Google Play (Android) or the App Store (iPhone)

**\* Tailored Plan members may not enroll in a Standard Plan through the website or mobile app.**

Certain behavioral health, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) services are only offered by Tailored Plans. The Enrollment Broker will explain choices and the member must confirm their decision to choose a Standard Plan before the NC Medicaid Enrollment Broker will move them to a Standard Plan.

For more information about beneficiaries' health care options, please visit the [County Playbook for NC Medicaid Managed Care](#) and select [Fact Sheet – Managed Care Populations and Enrollment Notices](#).

For more information about how to find a beneficiary's managed care status in NC FAST, visit the [County Playbook for NC Medicaid Managed Care](#) and select [Fact Sheet – Managed Care Status and Health Plan Information in NC FAST](#)

## WHAT DSS NEEDS TO KNOW

DSS staff should direct potential Tailored Plan members to contact their Tailored Plan to choose a PCP and Tailored Care Management provider during the choice period beginning **Aug. 15, 2022**, through **Oct. 14, 2022**.

If a Tailored Plan member does not select a PCP or Tailored Care Management provider during the choice period, one will be auto-assigned to them.

Most beneficiaries who qualify for Tailored Plans will remain in NC Medicaid Direct until Dec. 1, 2022, unless they choose a Standard Plan (if applicable).

Standard Plan-mandatory members will continue to go through the auto-enrollment process they do today. For more information, visit the [County Playbook for NC Medicaid Managed Care](#) and select [Fact Sheet – Standard Plan Auto-Enrollment](#).

