



Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

**NOTICE TO PEOPLE WHO MUST CHOOSE A HEALTH PLAN (MANDATORY) AFTER THEY HAVE CHOSEN A PLAN OR BEEN AUTO-ASSIGNED TO ONE
NC Medicaid 20210106**

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

March 1, 2021

Dear Patricia A. Jones:

Your health plan

You chose a health plan, or we chose one for you. The people listed below can start getting services from the health plan on the start dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	WellCare July 1, 2021 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 can stay in the health plan listed in this letter. You do not have to do anything.

If you want to change your health plan, choose a new health plan by September 30, 2021

All health plans are required to have the same Medicaid services. Some health plans provide added services like programs to help you quit smoking. To learn more about the health plans and the services they offer:

- 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](#).

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Choice Guide in the enrollment packet mailed to you.

To change your health plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588).

If you change your health plan before June 30, 2021, the new health plan will start on July 1, 2021

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.

If you don't change your health plan by September 30, 2021

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to ncmedicaidplans.gov.

We will send you another letter telling you when you can choose a new health plan without a special reason.

If you need certain services to address needs related to developmental disability, behavioral health, traumatic brain injury, or substance use disorder

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

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: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team