



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 NC MEDICAID DIRECT BENEFICIARY WHO MAY CHOOSE A HEALTH PLAN OR STAY IN NC MEDICAID DIRECT
NC Medicaid 20210106

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

March 1, 2021

Dear Patricia A. Jones:

You have choices

The people below now have NC Medicaid Direct. You can change the way you get health care services at any time.

If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because [\[reason\]](#).

Name / ID Number	Health Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct July 1, 2021 1-888-245-0179	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

Do you want to stay in NC Medicaid Direct?

- To stay in NC Medicaid Direct, you do not have to do anything.
- Or, you can change to NC Medicaid Managed Care. Your behavioral health coverage may be different in NC Medicaid Managed Care.
- For help choosing, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

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

Do you want to choose a health plan?

To learn 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](#).
- 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). You can change your health plan at any time.

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.

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