



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 BENEFICIARY WHO CHOSE A HEALTH PLAN AND MAY STAY ENROLLED IN A HEALTH PLAN OR MAY SWITCH TO NC MEDICAID DIRECT (EXEMPT)

NC Medicaid 20210106 v1.0

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

March 1, 2021

Dear Patricia A. Jones:

Here is your new health plan

The people below will get health care services from their new health plan starting on the date listed. 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

Do you want to change to NC Medicaid Direct?

- If you need certain services to address needs related to developmental disability, behavioral health, traumatic brain injury, or substance use disorder, you may want to change to NC Medicaid Direct.
- To learn more or to change to NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588). You do not need to send an enrollment form.

If you want to keep your health plan

If you want to keep the health plan listed in this letter, you do not have to do anything.

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If you want to change your health plan

You can choose a new health plan at any time. 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