



**Questions?** Go to [ncmedicaidplans.gov](http://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 HEALTH PLAN MEMBER WHO MAY NOW CHOOSE MEDICAID DIRECT OR STAY ENROLLED IN A HEALTH PLAN (EXEMPT)**

**NC Medicaid 20210106 v1.0**

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

March 1, 2021

Dear Patricia A. Jones:

**You now have more choices**

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new health plan 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 [\[reason\]](#).

<b>Name / ID Number</b>	<b>Health Plan / Start Date / Phone</b>	<b>PCP / Address / Phone</b>
Patricia A. Jones XXX-XX-XXXX	WellCare <b>July 1, 2021</b> 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**

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

More on back ►

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

## 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](https://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](https://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](https://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