



**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 EBCI TRIBAL MEMBER WHO IS IN NC MEDICAID DIRECT AND HAS THE OPTION TO STAY IN NC MEDICAID DIRECT OR CHOOSE A HEALTH PLAN OR THE EBCI TRIBAL OPTION**  
**NC Medicaid 20210106 v1.0**

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.

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

**If you want to stay in NC Medicaid Direct**

You do not have to do anything if you want to stay in NC Medicaid Direct.

**NC Medicaid Direct** is North Carolina’s state-administered health care program for Medicaid members. It will continue to provide the same services including developmental disability, behavioral health, traumatic brain injury and substance use disorder services for members who need these special services.

**You have 2 more choices**

If you no longer want to be in NC Medicaid Direct, you can choose another health plan or the EBCI Tribal Option at any time.

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

1. You can choose a health plan at any time. A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same health plan. This includes physical health, behavioral health and medicine. Some health plans provide added services like programs to help you quit smoking.
2. You can choose the EBCI Tribal Option at any time. The **EBCI Tribal Option** is a health plan created by the Cherokee Indian Hospital Authority (CIHA). It is to meet the primary care needs of federally recognized tribal members and others who are eligible for Indian Health Services and live in Cherokee, Haywood, Graham, Jackson, or Swain County or in a neighboring county of the 5-county region. The EBCI Tribal Option offers tailored medical, behavioral health, pharmacy, and support services to address health issues common to Native Americans.

## **If you want to make a change**

You can make a change at any time. To learn about your choices and the services offered or to make a change:

- 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 that came with this letter.
- Or send the enrollment form that came with this letter.

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

After you enroll, you will receive 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.

## **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), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,  
NC Medicaid Team