



Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

September 9, 2025

SHEPHERD JONES
509 FARM HOUSE LN
DURHAM NC 27217 0000

Dear SHEPHERD JONES:

NC Medicaid Direct is North Carolina’s health care program for Medicaid beneficiaries who are **not** in an NC Medicaid Managed Care health plan.

NC Medicaid Direct includes care management by Community Care of North Carolina (CCNC), the primary care case management entity for physical health services.

Other groups called Local Management Entities/Managed Care Organizations (LME/MCOs) coordinate services for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

The people listed below now have **NC Medicaid Direct**. If their primary care provider (PCP) is in NC Medicaid Direct, their PCP is listed below.

Name / ID number	Health plan / Start date / Phone number	PCP / Address / Phone number
SHEPHERD JONES XXXXXXXXXXXX	NC Medicaid Direct August 1, 2025 1-888-245-0179	No PCP. A PCP may be assigned to you.

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

About Local Management Entities/Managed Care Organizations (LME/MCOs)

LME/MCOs offer services related to a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). These services may include:

- See a counselor, psychologist or psychiatrist for a serious mental illness
- Get help for children who have attention deficit/hyperactivity disorder (ADHD)
- Get help with alcohol or drug use
- Get help with specialty behavioral health services through care coordination
- Get mobile crisis management services

To learn more about the services your LME/MCO offers, call your LME/MCO phone number listed on page 1 or read the Member Handbook that was mailed to you.

Your LME/MCO has a provider network (group). The provider group has doctors, therapists, specialists, hospitals and other health care facilities. They give you the behavioral health, I/DD and TBI services you need. You can get services from any provider in your LME/MCO's provider group. For a full list of providers, go to ncmedicaidplans.gov.

The LME/MCO must have enough providers for you to get covered services near you and in a timely way.

Your LME/MCO

Your LME/MCO is based on the county that manages your Medicaid case. You **cannot** choose a different LME/MCO.

- If you move outside of your LME/MCO's service area, you will move to a new LME/MCO.
- If you choose a health plan, such as a Standard Plan or Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan, you will be disenrolled from your LME/MCO.

If you want to stay in NC Medicaid Direct, you do not have to do anything.

You have two more choices

If you do not want to be in NC Medicaid Direct, you can choose a health plan or the **Eastern Band of Cherokee Indians (EBCI) Tribal Option** at any time.

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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 the primary care case management entity created by the Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of federally recognized tribal members and others who qualify for services through Indian Health Service (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region.

The EBCI Tribal Option coordinates with Vaya Health for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The EBCI Tribal Option also provides added services for members who qualify.

If you want to make a change

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

- 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 toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

If you change your health plan, the new health plan will start the first day of the next month

After you enroll, your health plan will send you details 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.

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Choose your primary care provider (PCP)

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs and refer you to specialists when you need them. Your health plan can tell you which PCPs are in their provider group.

Your health plan will choose a PCP for you. If you want to change your PCP, call your health plan at their number listed on page 1 of this letter.

For a full list of providers, including PCPs in your health plan's network (group), go to ncmedicaidplans.gov.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 7 p.m., Monday through Friday. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care. They can connect you to other resources and help you understand your rights and responsibilities.

Go to ncmedicaidombudsman.org. Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday.

Thank you,
NC Medicaid Team