



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.

July 29, 2025

MILLER ROBINSON
509 FARM HOUSE LN
DURHAM NC 27217 0000

Dear MILLER ROBINSON:

The people below will get health care services from **NC Medicaid Direct** on the start date listed below. Because of this change, they cannot choose a health plan. The reason is MILLER ROBINSON has Medicare coverage. 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
MILLER ROBINSON XXXXXXXXXXXX	NC Medicaid Direct July 1, 2025 1-888-245-0179 HOWARD LLC (LME/MCO) 1-252-572-2625	No PCP. A PCP may be assigned to you.

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are **not** in an NC Medicaid Managed Care health plan. It includes care management from Community Care of North Carolina (CCNC). CCNC is the primary care case management entity for physical health services.

Other groups called Local Management Entity/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).

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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 Entity/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 at the 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 network. 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 the reason you are enrolled in NC Medicaid Direct changes

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 711 or RelayNC.com).

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What happens next

You will get a new ID card and more information in the mail. You will get care and services the way you do now until your new start date. If you need to see a doctor before you get your new ID card, bring this letter with you to your visit.

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