



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.

NOTICE TO MEMBER ENROLLED IN NC MEDICAID DIRECT WHO CANNOT CHOOSE A HEALTH PLAN

NC Medicaid 20221123 v1.0

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

September 1, 2022

Dear Patricia A. Jones:

You are enrolled in NC Medicaid Direct

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not enrolled in health plans. It offers all Medicaid benefits and services.

NC Medicaid Direct includes care management by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe) for physical health services. Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

The people below will get health care services from NC Medicaid Direct on the start date below. You cannot choose a health plan [[Reason Code](#)]. If you have a primary care provider (PCP), your PCP is listed below.

| Name / ID Number | Health care option / Start date / Phone number | PCP / Address / Phone number |
|----------------------------------|--|---|
| Patricia A. Jones XXX-XX-XXXX | NC Medicaid Direct November 1, 2022 1-888-245-0179 Alliance Health (LME-MCO) 1-919-651-8401 | 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**.

What is a Local Management Entity-Managed Care Organization (LME-MCO)?

An LME-MCO offers services related to a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). These services may include:

- Seeing a counselor, psychologist or psychiatrist for a mental health disorder
- Getting help for children who have attention deficit/hyperactivity disorder (ADHD)
- Getting help with alcohol or drug use
- Care coordination, such as help with getting specialty behavioral health services
- Mobile crisis management services

To learn more about the services your LME-MCO offers, call your LME-MCO at the phone number listed above or read the Member Handbook that was mailed to you.

Your LME-MCO has a group of providers (provider network). The provider network 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 the Find page at ncmedicaidplans.gov.

The LME-MCO must have enough network 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 can't 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 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).

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.

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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: 711 or RelayNC.com), 7 a.m. to 5 p.m., Monday through Saturday. The call is toll free. 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, connect you to other resources, and help you understand your rights and responsibilities.

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

Thank you,
NC Medicaid Team