



**Questions?** Go to [ncmedicaidplans.gov](https://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

DAVIS MOORE  
509 FARM HOUSE LN  
DURHAM NC 27217 0000

**Your health plan has changed to NC Medicaid Direct!  
This is because your most recent health plan is no longer available.  
Read this letter to learn about this change.**

Dear DAVIS MOORE:

The people below will get health care services from **NC Medicaid Direct** on the start date below. Due to this change, you cannot choose a health plan.

The reason is DAVIS MOORE is in foster care, was in foster care or is receiving adoption assistance.

Name / ID number	Health plan / Start date
DAVIS MOORE XXXXXXXXXXXX	NC Medicaid Direct <b>August 1, 2025</b>

### What happens next

You will get details and a new ID card in the mail. Use the health plan you are in now until NC Medicaid Direct starts. If you need to visit a doctor before you get your new ID card, take this letter with you to your visit.

### What will change

You will get your same Medicaid services through NC Medicaid Direct. To learn more about NC Medicaid Direct, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

MEDICAID EB EXCLU-ENG 250701

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**.

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://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](https://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](https://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

SAMPLE