



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 BENEFICIARY WHO USED TO HAVE THE OPTION TO CHOOSE A HEALTH PLAN (EXEMPT) BUT STAYED IN MEDICAID DIRECT AND NOW CANNOT ENROLL IN A HEALTH PLAN (EXCLUDED)

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

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. [[Reason Code](#)].

Name / ID Number	Health care option / Start date
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct November 1, 2022

What happens next?

You will get a new ID card and details 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, bring this letter with you to your visit.

What may change?

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose a health plan. 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.

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MEDICAID EB EXCLU ENG 221027

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. 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