



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 PEOPLE WITH THEIR ENROLLMENT INFORMATION AND HEALTH CARE OPTIONS; OPTIONS INCLUDE TAILORED PLAN AND NC MEDICAID DIRECT
NC MEDICAID 20240510 V1.0**

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

May 10, 2024

Dear Patricia A. Jones:

Here is your health care option

You chose a health care option, or we chose one for you. The person below will get services from the health care option on the start date below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health plan/ Start date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct July 1, 2024 1-888-245-0719	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

What is NC Medicaid Direct?

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care management by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe) for physical health services. CCNC provides care management statewide to make sure you get health care services when and where you need them.

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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**.

As an NC Medicaid Direct and CCNC member, you have a primary care provider (PCP). Your PCP is a doctor, nurse practitioner or physician assistant. They care for your health, coordinate your needs, and refer you to specialists when you need them. You can choose or change your PCP at any time.

You may qualify for a care manager. Your care manager:

- Helps you understand your Medicaid benefits
- Connects you to your PCP
- Helps arrange your appointments and transportation
- Coordinates with your behavioral health providers
- Connects you to helpful resources in your community

To learn more about the services CCNC offers, call CCNC at **1-877-566-0943**. Or go to communitycarenc.org.

CCNC works with doctors, therapists and other providers to coordinate your health care needs. For a full list of providers in NC Medicaid Direct, go to the *Find* page at ncmedicaidplans.gov.

CCNC is **mandatory** (required) for the people below who are in NC Medicaid Direct:

- Most families and children
- People who are blind or disabled and do not receive Medicare
- Pregnant women

This means you will receive care management through CCNC and be assigned to a PCP.

If you want to leave CCNC (Disenrollment)

CCNC is **voluntary** (optional) for the people below who are in NC Medicaid Direct:

- Children/youth in foster care
- Children/youth receiving adoption assistance
- Children/youth under age 19 who need special services
- Federally recognized tribal members and individuals who qualify for services through Indian Health Service (IHS)
- People who live in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)
- People who live in nursing facilities
- People who receive Medicaid and Medicare

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This means you do not have to receive care management through CCNC or be assigned to a PCP.

If you do not want or need the services CCNC offers, call the NC Medicaid Contact Center at **1-888-245-0179** to learn more about your choices.

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:

- Counselor, psychologist or psychiatrist visits for a mental health disorder
- Help for children who have attention deficit/hyperactivity disorder (ADHD)
- Help with alcohol or drug use
- Care coordination, such as help with specialty behavioral health services
- Mobile crisis management services
- Tailored Care Management (TCM)

To learn more about the services your LME/MCO offers, call your LME/MCO at the phone number listed on the first page of this letter. Or read the Member Handbook that was mailed to you.

Your LME/MCO has a group of providers, such as 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 the *Find* page at 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 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.

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If you want to **keep your health care option, you do not have to do anything.**

If you want to **change your health care option**

You can change your health care option at any time and for any reason.

These are all your health care options

- **Tailored Plan** - The Tailored Plan is an NC Medicaid health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with mental health needs, severe substance use disorders (SUDs), intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs). The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. It offers added services for members who qualify.
- **NC Medicaid Direct** - NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care management by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe) for physical health services. Local Management Entity/Managed Care Organizations (LME/MCOs) coordinate services for a mental health disorder, SUD, I/DD or TBI. NC Medicaid Direct provides Tailored Care Management to help coordinate services and support needs for members who qualify.

To learn more about why you qualify for the health care options listed in this letter, go to the *Learn* page at ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

To learn more about your options and the services they offer 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 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 care option, your health care services will start the first day of the next month

After you enroll, your health care option will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health care option at the number listed on your ID card.

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 provides education, advocacy, and issue resolution for Medicaid beneficiaries in NC Medicaid Managed Care and NC Medicaid Direct. You can use the NC Medicaid Ombudsman resource when you cannot resolve issues with your health plan or your PCP.

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