



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.

September 9, 2025

BRITTANY SINGH
2179 MARTIN WAY
APT. 660
DURHAM NC 27217

Dear BRITTANY SINGH:

You chose a health plan, or we chose one for you. The person below will get services from the health plan listed 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
BRITTANY SINGH XXXXXXXXXXXX	AmeriHealth Caritas (Standard Plan) September 1, 2025 1-855-375-8811	TRIAD RADIOLOGY ASSOCIATES 6915 VILLAGE MEDICAL CIR,CLEMMONS,NC,27012 1-336-893-1572

If you want to keep your health plan, you do not have to do anything.

If you want to change your health plan

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

More on back ►

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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**.

These are the health plans

- **Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan** - The Tailored Plan is an NC Medicaid Managed Care health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. Tailored Plans offer 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 coordination by Community Care of North Carolina. Local Management Entity/Managed Care Organizations (LME/MCOs) provide Tailored Care Management to coordinate services for a serious mental illness, severe substance use disorder, I/DD or TBI.

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

To **learn more** about the health plans and the added services:

- 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 plan, your new health plan will start the first day of the next month

After you enroll, your health plan will mail you details and a new ID card. You will use your ID card to get health care services. If you have questions, call the number 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 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.

More on next page ►

MEDICAID EB TP TPM1-ENG 250701

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

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