



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

August 7, 2025

JENNIFER HOOD - UNC HEALTH SE  
300 W 27TH ST  
LUMBERTON NC 28358

Dear JENNIFER HOOD - UNC HEALTH SE:

You chose a health plan, or we chose one for you. The people listed below can start getting services from the new health plan on the start dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID number	Health plan / Start date / Phone number	PCP / Address / Phone number
KADENCE N COLEMAN XXXXXXXXXXXX	WellCare <b>July 1, 2025</b> 1-866-799-5318	SOUTH ROBESON MEDICAL CENTER 210 S WALNUT ST, FAIRMONT, NC 28340-1956 1-910-628-6711

Health plans have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in your health plan's provider group.

For a full list of providers, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

Health plans must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

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**.

## **If you want to keep your health plan**

You can stay in the health plan listed in this letter. You do not have to do anything.

## **If you want to change your health plan, choose a new health plan by September 30, 2025**

All health plans are required to have the same Medicaid services. Some health plans have added services.

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

- Go to [ncmedicaidplans.gov](https://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: 1-833-870-5588).
- Read the Health Care Option Guide in the enrollment packet mailed to you.

To change your health plan, use the options listed above or send the enrollment form in the enrollment packet mailed to you.

## **If you change your health plan, the new health plan will start the first day of the next month**

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

## **If you don't change your health plan by September 30, 2025**

You will stay in your health plan until your yearly enrollment period unless:

- You are required to change health plans
- You have a special or "with cause" reason
  - Reasons are listed on the Health Plan Change Request form.
  - For a copy of the form, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

We will send you a letter telling you when you can choose a new health plan without a special reason.

More on next page ►

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## You may have more choices

If you need certain services to address needs related to a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI), you may have more choices.

To learn more about your choices, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

## 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