



**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.

**NOTICE TO FEDERALLY RECOGNIZED TRIBAL MEMBER OR IHS-ELIGIBLE BENEFICIARY ENROLLED IN A HEALTH PLAN WHO HAS THE OPTION TO STAY IN OR CHANGE THEIR HEALTH PLAN, CHOOSE THE EBCI TRIBAL OPTION, OR CHOOSE NC MEDICAID DIRECT**

NC Medicaid 20221123 v1.0

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

September 1, 2022

Dear Patricia A. Jones:

### You now have more choices

The people below are in the health plans listed. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health care option / Start date / Phone number	PCP / Address / Phone number
Patricia A. Jones XXX-XX-XXXX	WellCare <b>November 1, 2022</b> 1-866-799-5318	No PCP chosen. Please choose a PCP.

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

### You have three more choices

If you do not want the health plan listed, you can choose a new health plan at any time. You may also choose the EBCI Tribal Option or NC Medicaid Direct at any time.

1. You can change your health plan at any time. Follow the steps in this letter to change your health plan.

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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**.

2. You can choose the **EBCI Tribal Option** at any time. The EBCI Tribal Option is the primary care case management entity (PCCMe) created by the Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of federally recognized tribal members and others who qualify for services through Indian Health Service (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region.

The EBCI Tribal Option includes care coordination by Vaya Health for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The EBCI Tribal Option also provides added services for members who qualify.

3. You can choose **NC Medicaid Direct** at any time. NC Medicaid Direct is North Carolina's current health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care.
  - NC Medicaid Direct includes care coordination from Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe).
  - Six Local Management Entity-Managed Care Organizations (LME/-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

## **If you want to make a change**

You can make a change at any time and for any reason. To learn about your choices and the services offered or to make a change:

- 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 toll free at **1-833-870-5500** (TTY: 711 or [RelayNC.com](https://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, the new health care option 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.

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## Choose your primary care provider

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs, and refer you to specialists when you need them. Your health care option can tell you which PCPs are in their provider network.

Your health care option will choose a PCP for you. If you want to change your PCP, call your health care option at the number listed in this letter.

For a full list of providers, including PCPs in your health care option's network, go to the Find page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://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](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, connect you to other resources, and help you understand your rights and responsibilities.

Go to [ncmedicaidombudsman.org](https://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