



**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.

September 9, 2025

BAUTISTA JONES  
509 FARM HOUSE LN  
DURHAM NC 27217 0000

Dear BAUTISTA JONES:

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 plan / Start date / Phone number	PCP / Address / Phone number
BAUTISTA JONES XXXXXXXXXXXX	AmeriHealth Caritas <b>August 1, 2025</b> 1-855-375-8811	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 above, you can choose a new health plan at any time. You may also choose the **Eastern Band of Cherokee Indians (EBCI) Tribal Option** or **NC Medicaid Direct** at any time.

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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**.

1. You can change your health plan at any time. Follow the steps in this letter to change your health plan.
2. You can choose the **EBCI Tribal Option** at any time. The EBCI Tribal Option is the primary care case management entity 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 coordinates with Vaya Health for a serious mental illness, severe 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 health care program for Medicaid beneficiaries who are **not** in an NC Medicaid Managed Care health plan.

NC Medicaid Direct includes care management from Community Care of North Carolina (CCNC), the primary care case management entity.

Other groups called Local Management Entities/Managed Care Organizations (LME/MCOs) coordinate services for a serious mental illness, severe 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).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

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## **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 you details and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

## **Choose your primary care provider (PCP)**

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 plan can tell you which PCPs are in their provider group.

Your health plan will choose a PCP for you. If you want to change your PCP, call your health plan at their number listed on page 1 of this letter.

For a full list of providers, including PCPs in your health plan's network (group), go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

## **Questions?**

We can help. Go to [ncmedicaidplans.gov](http://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](http://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](http://ncmedicaidombudsman.org). Or call toll free at **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,  
NC Medicaid Team