



**NOTICE TO PEOPLE WITH THEIR ENROLLMENT INFORMATION AND HEALTH CARE OPTIONS; OPTIONS
INCLUDE TAILORED PLAN, NC MEDICAID DIRECT, STANDARD PLAN, AND EBCI TRIBAL OPTION
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 care option / Start date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	WellCare (Standard Plan) July 1, 2024 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

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.

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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 all your health care options

- **EBCI Tribal Option** - 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 (SUD), intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The EBCI Tribal Option offers added services for members who qualify.

- **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, SUDs, I/DDs or 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.
- **Standard Plan** - A Standard Plan is an NC Medicaid health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services 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 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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MEDICAID EB TP TPMST-ENG 240412

To choose or change your Standard Plan, you can enroll in one of these ways:

- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
 - We will explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.
- Send the enrollment form that came with this letter.
 - We will call you to explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.
 - If we can't reach you to explain your choices, we will deny your request to move to a Standard Plan. If you disagree with the denial, you can appeal by asking for a State Fair Hearing.

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