



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

LOGAN JENSEN
BUILDING 3 INDUSTRIAL ZONE
DURHAM NC 27217 0000

Dear LOGAN JENSEN:

The people below are in the NC Medicaid Managed Care health plans listed below. You can choose a new health plan at any time. If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for LOGAN JENSEN because they are a member of a federally recognized tribe or qualify for services through Indian Health Service (IHS).

Name / ID number	Health plan / Start date / Phone number	PCP / Address / Phone number
LOGAN JENSEN XXXXXXXXXXXX	HealthyBlue June 1, 2025 1-844-594-5070	SHARON LAKES MEDICAL ASSOCIATES PC 7631 SHARON LAKES RD, STE P, CHARLOTTE, NC 28210-7430 1-704-643-8500

More on back ►

MEDICAID EB EXEM MCE1-ENG 250701

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 **change to 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 from Community Care of North Carolina. Local Management Entity/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).
- To learn more or to change to NC Medicaid Direct, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). You do not need to send an enrollment form.

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. To learn 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 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.

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 mail 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.

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.

More on next page ►

MEDICAID EB EXEM MCE1-ENG 250701

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 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

SAMPLE