



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.

NOTICE TO MEMBER ENROLLED IN A HEALTH PLAN WHO MAY CHOOSE NC MEDICAID DIRECT OR STAY IN OR CHANGE A HEALTH PLAN
NC Medicaid 20221123 v1.0

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

September 1, 2022

Dear Patricia A. Jones:

Here is your new health plan

The people below will get health care services from their new health plan starting on the date 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	AmeriHealth Caritas November 1, 2022 1-855-375-8811	No PCP chosen. Please choose a PCP.

Do 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 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).
- 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.

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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 do not have to do anything.

If you want to change your health plan

You can choose a new health plan at any time and for any reason. To learn about the health plans 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.

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 at the number listed on your ID card.

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

Your health plan will choose a PCP for you. If you want to change your PCP, call your health plan 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.

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.

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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, connect you to other resources, and help you understand your rights and responsibilities.

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

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