



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

FITZPATRICK GRIFFIN
509 FARM HOUSE LN
DURHAM NC 27217 0000

Dear FITZPATRICK GRIFFIN:

The people below will get health care services from their new health plan starting on the date listed below. 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
FITZPATRICK GRIFFIN XXXXXXXXXXXX	AmeriHealth Caritas August 1, 2025 1-855-375-8811	No PCP chosen. Please choose a PCP.

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.

More on back ►

MEDICAID EB EXEM MCE3-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 keep your health plan, you do not have to do anything.

If you want to change your health plan

You can change a 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. The number is on the 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.

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.

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.

More on next page ►

MEDICAID EB EXEM MCE3-ENG 250701

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