



**NOTICE TO PEOPLE WITH THEIR ENROLLMENT INFORMATION AND HEALTH CARE OPTIONS; OPTIONS  
INCLUDE TAILORED PLAN ONLY  
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 Tailored Plan

The person below will start getting services from the Tailored Plan on the start date below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health plan/ Start date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	Partners Health Management (Tailored Plan) <b>July 1, 2024</b> 1-800-235-4673	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

The **Tailored Plan** is a North Carolina Medicaid plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with mental health needs, severe substance use disorders (SUDs), intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs). The Tailored Plan provides Tailored Care Management (TCM) to help coordinate services and support needs. It offers added services for members who qualify.

The Tailored Plan has a group of providers to care for your physical and behavioral health needs. These providers include:

- Primary care providers (such as a doctor or nurse practitioner)
- Behavioral health providers (such as a psychiatrist or therapist)

More on back ►

MEDICAID EB TP- ENG 230401

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**.

- Innovations and TBI waiver provider agencies
- Hospitals and other care facilities
- Tailored Care Management providers

Providers give you the health care services you need. You will get care from a provider in the Tailored Plan's provider group.

To learn more about why you qualify for the Tailored Plan, go to the *Learn* page at [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

## What happens next?

The Tailored Plan 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 the Tailored Plan at the number listed on your ID card.

## If you want to leave the Tailored Plan (Disenrollment)

Enrollment in the Tailored Plan is mandatory (required). This means you cannot choose a different health care option. The "Know Your NC Medicaid Health Care Options" included with this letter explains why this is required, and steps you would need to take to disenroll. You qualify for the Tailored Plan because it offers health care services you may need for a mental health disorder, SUD, I/DD or TBI. Your Tailored Plan is based on the county that manages your Medicaid case.

Only **one** Tailored Plan serves each county in North Carolina. You can't choose a different Tailored Plan. If the county that manages your Medicaid case changes, you will be moved to the Tailored Plan that serves that county.

To learn more about your choices and the services offered:

- Go to [ncmedicaidplans.gov](http://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.

More on next page ►

MEDICAID EB TP- ENG 230401

## If you leave the Tailored Plan (Disenrollment)

If you leave the Tailored Plan, but then need a service that only the Tailored Plan offers, you can ask to move back to the Tailored Plan at any time. If you still qualify for the Tailored Plan, you will be moved back. If you no longer qualify, you can:

- Fill out the *Request to Move to the Tailored Plan: Beneficiary Form*, or
- Have your provider fill out the *Request to Move to the Tailored Plan: Provider Form*.

You can find both forms at [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

**Remember:** You may need certain services for a mental health disorder, SUD, I/DD or TBI that **only** the Tailored Plan offers.

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://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](https://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](https://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