



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

SIMS STEELE
509 FARM HOUSE LN
DURHAM NC 27217

Dear SIMS STEELE:

The person below will start getting services from the Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan listed 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
SIMS STEELE XXXXXXXXXX	Vaya Health September 1, 2025 1-123-123-1234	STRUCTURED FAMILY INTERVENTIONS LLC 6011 FAYETTEVILLE RD, DURHAM, NC, 27713 1-919-416-0800

The **Tailored Plan** is a North Carolina Medicaid Managed Care plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members with a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). The Tailored Plan provides Tailored Care Management (TCM) to help coordinate services and support needs. Tailored Plans offer added services for members who qualify.

The Tailored Plan has a group of providers that 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)

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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**.

- 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 ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

What happens next

After you enroll, the Tailored 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 the number 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 plan. The "Know Your NC Medicaid Health Care Options" guide that came with this letter tells you 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 serious mental illness, severe substance use disorder, 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 **cannot** 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 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.

If you leave the Tailored Plan (Disenrollment)

If you leave the Tailored Plan but 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 a Tailored Plan: Beneficiary Form*, **or**

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- Have your provider fill out the *Request to Move to a Tailored Plan: Provider Form*.

You can find both forms at 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 serious mental illness, severe substance use disorder, I/DD or TBI that **only** the Tailored Plan offers.

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.

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