



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 PEOPLE WITH THEIR ENROLLMENT INFORMATION AND HEALTH CARE OPTIONS; OPTIONS INCLUDE TAILORED PLAN AND STANDARD PLAN
 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 health care option

You chose a health care option, or we chose one for you. The person below will get services from the health care option 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	Alliance Health (Tailored Plan) July 1, 2024 1-800-510-9132	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

If you want to keep your health care option, you do not have to do anything.

If you want to change your health care option

You can change your health care option at any time and for any reason.

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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**.

These are all your health care options

- **Tailored Plan** - The Tailored Plan is an NC Medicaid health 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.
- **Standard Plan** - A Standard Plan is an NC Medicaid health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify.

Remember: The Tailored Plan offers certain services that Standard Plans do not. These include services for a mental health disorder, SUD, I/DD or TBI.

To learn more about why you qualify for the health care options listed in this letter, go to the *Learn* page at ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

To learn more about your options 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.

To choose or change your Standard Plan, you can enroll in one of these ways:

- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
 - We will explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.

Send the enrollment form that came with this letter.

- We will call you to explain your choices. You will need to confirm your decision to choose a Standard Plan before we will move you to a Standard Plan.
- If we can't reach you to explain your choices, we will deny your request to move to a Standard Plan. If you disagree with the denial, you can appeal by asking for a State Fair Hearing.

More on next page ►

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If you **change your health care option, your health care services 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.

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.

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 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. 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