



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

MARK BRIDGES
5128 MICHAEL SKYWAY
APT. 805
DURHAM NC 27217 0000

Dear MARK BRIDGES:

You chose a health plan, or we chose one for you. The person below will start getting services from the health 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
MARK BRIDGES XXXXXXXXXXXX	AmeriHealth Caritas (Standard Plan) September 1, 2025 1-855-375-8811	TRIAD RADIOLOGY ASSOCIATES 6915 VILLAGE MEDICAL CIR,CLEMMONS,NC,27012 1-336-893-1572

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 your health plan 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 the health plans

- **Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan -** The Tailored Plan is an NC Medicaid Managed Care health 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.
- **Standard Plan -** A Standard Plan is an NC Medicaid Managed Care 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 serious mental illness, severe substance use disorder, I/DD or TBI.

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

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.
- 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.

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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 the number 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 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