



**NOTICE TO PEOPLE WHO NO LONGER QUALIFY FOR THE TAILORED PLAN AND BECOME STANDARD
PLAN – MANDATORY**
NC MEDICAID 20220601 V1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

August 1, 2022

Dear Patricia A. Jones,

Due to a review of your health care needs, North Carolina Medicaid/NC Health Choice health care options will change for the people below.

- Patricia A. Jones: XXX-XX-XXXX

**If not enrolled in a Standard Plan, you will be auto-enrolled in a
Standard Plan starting November 1, 2022**

This is only if you still qualify for North Carolina Medicaid/NC Health Choice. You will start getting health care services from your Standard Plan on **December 1, 2022**.

Enrollment in a Standard Plan is mandatory (required). This means you cannot choose a different health care option. But you can choose a different Standard Plan. To learn more about why you qualify for a Standard Plan, go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

A **Standard Plan** is a North Carolina Medicaid and NC Health Choice health plan. It coordinates your health care needs with network providers. It offers:

- Physical health, pharmacy, care coordination and basic behavioral health services for members.
- Added services for members who qualify.

Standard Plans have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in your Standard Plan's network. For a full list of providers, go to the *Find* page at ncmedicaidplans.gov.

More on back ►

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**.

Standard Plans must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the *Find* page at ncmedicaidplans.gov.

To learn more about the Standard Plans and the services they offer, go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

If you want to change your Standard Plan, you can change your Standard Plan up to 90 days after your health plan start date

After that, you can change your Standard Plan:

- At your Medicaid recertification (review) date
- If you are required to change health plans
- If you have a special or “with cause” reason, such as:
 - You moved out of your health plan’s service area
 - You have a family member in a different health plan
 - You cannot get all the related services you need from providers in your health plan, and there is risk to getting the services separately
 - A different health plan may be better for your complex medical conditions
 - Your Long-Term Services and Supports (LTSS) provider is not in your health plan
 - Your health plan does not cover a service you need for moral or religious reasons
 - Other reasons (poor quality of care, lack of access to covered services, lack of access to providers experienced in dealing with your health care needs)

You will receive more information about your choices. To learn more, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

If you need certain services

If you need certain services to address needs related to a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI), you may have another choice. Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

More on next page ►

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). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on 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 can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.

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