



ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE SOME PEOPLE MUST CHOOSE A HEALTH PLAN (MANDATORY) AND SOME PEOPLE MAY ENROLL BUT ARE NOT REQUIRED TO (EXEMPT)

NC Medicaid 20210106 v1.0

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

March 1, 2021

Dear Patricia A. Jones

There will be a new way to get Medicaid health care

Starting **July 1, 2021**, most people will get the same Medicaid services in a new way – through health plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same health plan. This includes – physical health, behavioral health and medicine. Some health plans provide added services like programs to help you quit smoking.

NC Medicaid Direct is North Carolina's current health care program for Medicaid members. It will continue to provide the same services including developmental disability, behavioral health, traumatic brain injury and substance use disorder services for members who need these special services.

Even if you previously chose a health plan, you will need to choose again. If you don't choose a health plan, we will choose one for you. You know your needs best, so it's better if you choose.

Some things will stay the same

Medicaid eligibility rules and processes are not changing.

More on back ►

MEDICAID EB TRANS ENG 201016

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

The people below should choose a primary care provider and health plan by May 14, 2021

Patricia A. Jones

Medicaid ID: XXX-XX-XXXX

Rodney M. Jones

Medicaid ID: XXX-XX-XXXX

There are 3 steps to enroll:

① Choose a primary care provider (PCP) for these members

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can choose a new PCP.
- You can choose a different PCP for each member.
- Remember, health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which health plans they work with. Then choose one of those health plans.
- You can ask your provider which health plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of health care providers for each health plan at ncmedicaidplans.gov.

② Choose a health plan

- If you want to keep your provider as your PCP, choose a health plan your primary care provider works with.
- Read the Health Plan Choice Guide that came with this letter. It tells you about the health plans and added services they offer.
- Choose the best one for you.

③ Enroll in one of these ways

- 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 at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

More on next page ►

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We will choose a health plan for you if you don't choose by May 14, 2021

It's better if you choose a health plan, because you know your health care needs best.

What happens next?

After you enroll, your health 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 your health plan's member services number on your ID card.

You can start using your new health plan on **July 1, 2021**. Until then, get care and services the way you do now.

If you decide later that you want to change your health plan

You will be able to change your health plan until **September 30, 2021**.

After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, behavioral health, traumatic brain injury or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at **1-833-870-5500** (TTY: 1-833-870-5588).

The people below will stay in NC Medicaid Direct

Sally A. Jones

Medicaid ID: XXX-XX-XXXX

Beginning **July 1, 2021**, you will get your same Medicaid services through NC Medicaid Direct. It will provide the same services currently covered for developmental disability, behavioral health, traumatic brain injury and substance use disorder.

You can choose a different health plan. NC Medicaid Direct is not the only choice. Medicaid services will be provided from health plans.

These health plans may **not** cover the same services for developmental disability, behavioral health, traumatic brain injury or substance use disorder. To learn more, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

More on back ►

MEDICAID EB TRANS ENG 201016

If you decide to choose a health plan, there are 3 steps to enroll:

① Choose a primary care provider (PCP)

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can also choose a new PCP.
- You can choose a different PCP for each member.
- Health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which health plans they work with. Then choose one of those health plans.
- You can ask your provider which health plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of health care providers for each health plan at ncmedicaidplans.gov.

② Choose a health plan

- If you want to keep your provider as your PCP, choose a health plan your PCP works with.
- Read the Health Plan Choice Guide that came with this letter. It tells you about the health plans and added services they offer.
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More on next page ►

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You can start using your new health plan on **July 1, 2021**. Until then, get care and services the way you do now.

If you decide later you want to change your health plan

You can change your health plan at any time. To learn more, call us at **1-833-870-5500** (TTY: 1-833-870-5588)

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: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After May 14, 2021, we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,
NC Medicaid Team