



**ENROLLMENT PACKET NOTICE TO EBCI TRIBAL HOUSEHOLD WHERE ALL PEOPLE MAY CHOOSE
A HEALTH PLAN, MEDICAID DIRECT OR TRIBAL OPTION (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. The health plans include the Eastern Band of Cherokee Indians (EBCI) Tribal Option.

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.

The **EBCI Tribal Option** is a health plan created by the Cherokee Indian Hospital Authority (CIHA). It is to meet the primary care needs of federally recognized tribal members and others who are eligible for Indian Health Services who live in Cherokee, Haywood, Graham, Jackson, or Swain County or in a neighboring county of the 5-county region. The EBCI Tribal Option offers tailored medical, behavioral health, pharmacy, and support services to address health issues common to Native Americans.

NC Medicaid Direct is North Carolina's current health care program for Medicaid members. Right now, you are in NC Medicaid Direct. 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.

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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.

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

You can choose the EBCI Tribal Option or another health plan.

You will be enrolled in the EBCI Tribal Option unless you choose another health plan by **May 14, 2021**.

In addition to choosing your health plan, you can also choose your primary care provider (PCP). If you don't choose a PCP, you will be assigned to a PCP.

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.

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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.
- 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.

What happens next?

After you enroll, your health plan will send you information. If you have questions, call your health plan.

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

You will have choices

- You can change your health plan at any time.
- You can choose the EBCI Tribal Option at any time.
- You can choose NC Medicaid Direct at any time after **May 14, 2021**. This is the way you get health care now.

To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

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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

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