



ENROLLMENT PACKET NOTICE TO EBCI TRIBAL HOUSEHOLD WHERE ALL MEMBERS WILL BE ENROLLED INTO THE EBCI TRIBAL OPTION BUT HAVE THE OPTION TO STAY OR CHOOSE NC MEDICAID DIRECT AFTER AUTO ENROLLMENT (EXCLUDED)
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.

More on back ►

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 will be enrolled in the EBCI Tribal Option on May 14, 2021 unless your current PCP is not an EBCI Tribal Option network provider.

Sally A. Jones

Medicaid ID: XXX-XX-XXXX

What happens next?

After you are enrolled, you will get more information.

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 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 options, 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