



Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

NOTICE TO EBCI TRIBAL MEMBER WHO IS IN THE EBCI TRIBAL OPTION AND HAS THE OPTION TO STAY IN OR CHANGE THE HEALTH PLAN OR CHOOSE NC MEDICAID DIRECT
NC Medicaid 20210106 v1.0

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

March 1, 2021

Dear Patricia A. Jones:

Here is your new health plan

The people below will get health care services from their new health plan starting on the date listed. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	EBCI Tribal Option July 1, 2021 1-800-260-9992	No PCP chosen. Please choose a PCP.

If you want to keep your health plan

You do not have to do anything if you want to keep the health plan listed.

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 and 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.

You have 2 more choices

If you no longer want to be in the health plan listed, you can choose a new health plan or NC Medicaid Direct at any time.

More on back ►

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

1. You can change your health plan at any time. Follow the steps to change your health plan in this letter.
2. You can choose NC Medicaid Direct at any time after May 14, 2021. **NC Medicaid Direct** is North Carolina's state-administered 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.

If you want to make a change

You can make a change at any time. To learn about the health plans and the services offered or to make a change:

- 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).
- Read the Health Plan Choice Guide that came with this letter.
- Or send the enrollment form that came with this letter.

If you change your health plan before June 30, 2021, the new health plan will start on July 1, 2021

After you enroll, you will receive 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.

Choose your primary care provider

You need to choose a primary care provider (PCP). Your PCP is your family doctor, clinic or other health care provider. To choose the PCP you want, call your health plan at the number on your ID card. If you don't choose a PCP, your health plan will choose one for you.

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 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team