



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 A HEALTH PLAN AND HAS THE OPTION TO STAY IN OR CHANGE THE HEALTH PLAN, CHOOSE THE EBCI TRIBAL OPTION OR 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:

You now have more choices

The people below are in the health plans 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	WellCare July 1, 2021 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

If you want to keep your health plan

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

You have 3 more options

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

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 the EBCI Tribal Option at any time. 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

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

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.

3. 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 your choices 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.

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