



**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).  
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),  
7 a.m. to 5 p.m., Monday through Saturday. We can  
speak with you in other languages.

## **ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE MUST CHOOSE A HEALTH PLAN (MANDATORY)**

NC Medicaid 20190531 v1.0

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

### **There will be a new way to get Medicaid health care**

Starting **November 1, 2019**, most people will get the same Medicaid services in a new way –  
through health insurance 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 plan. This includes physical  
health, mental health, and medicine. Some health plans provide added services like programs to  
help you quit smoking.

### **Some things will stay the same**

Medicaid eligibility rules are not changing.

### **The people below should choose a primary care provider and health plan by September 13, 2019**

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Patricia A. Jones	Medicaid ID: XXX-XX-XXXX
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Rodney M. Jones	Medicaid ID: XXX-XX-XXXX
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To get this information in other languages or formats such as  
large print or audio, call **1-833-870-5500**.

## 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 plans they work with. Then choose one of those plans.
- You can ask your provider which 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 doctors and other specialists for each plan at [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

### ② Choose a health plan in NC Medicaid Managed Care

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

### ③ Enroll in one of these ways

- Go to [ncmedicaidplans.gov](http://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.

**We will choose a health plan for you if you don't choose by  
September 13, 2019**

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

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

You will be able to change your health plan until **January 31, 2020**.

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, mental illness, 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).

## **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 November 1, 2019. Until then, get care and services the way you do now.**

## **Questions?**

We can help. Go to [ncmedicaidplans.gov](http://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 September 13, 2019 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