

## IMPORTANT NOTICE ABOUT YOUR MEDICAID OR NC HEALTH CHOICE

### Primary Care Provider Disenrolls Recipient

Dear \_\_\_\_\_:

We were recently notified that your Community Care of North Carolina/Carolina ACCESS (CCNC/CA) medical home disenrolled you from its practice. You are eligible to re-enroll in CCNC/CA with a new medical home. CCNC/CA is the Division of Medical Assistance's managed care program which allows you to choose a medical home for you or your child. They will maintain your medical records, provide all of your medical care, refer you to a specialist and admit you to the hospital when necessary. Your CCNC/CA medical home is available 24 hours a day, 7 days a week.

When you choose a new medical home, you will receive a new Medicaid card. The name of your new medical home, the address, the day time telephone number, and the after hours telephone number will be printed on your card. If your child is a NCHC recipient you will not receive a new card, but should receive a notice with the new CCNC/CA medical home information.

**Always call your medical home before you go to another doctor unless it is an emergency.** When you receive the new Medicaid card or NCHC notice, call **immediately** to make an appointment. Your new medical home will need to establish a medical and enrollment record.

I have enclosed a list of medical homes for your convenience, along with an enrollment form; I have also enclosed a Community Care of North Carolina/Carolina ACCESS handbook. It provides information about the benefits and your rights as a member.

Remember, getting regular and preventive care promotes a healthy and happy life!

Sincerely,

\_\_\_\_\_

Signature of worker