North Carolina Department of Health and Human Services
Division of Medical Assistance

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

September 2, 2015

SUBJECT: Medicaid and Health Choice Primary Care Provider/Medical Home Assignment will Begin Sept. 2015

Dear County Director of Social Services:

A recent review shows that approximately 240,000 N.C. Medicaid and Health Choice beneficiaries have not chosen a primary care provider (PCP) and medical home and, therefore, are not receiving the benefits of care coordination and case management services. To ensure beneficiaries and the state benefit from the improved health outcomes and cost savings that these services provide, DHHS will send a letter (sample attached) to these beneficiaries to ask them to select a PCP, or have one assigned to them if they do not make a choice by a date shown in their letter.

Each beneficiary letter will include an assigned PCP/medical home in the ZIP code where the beneficiary lives. This PCP/medical home will be available to provide direct care, coordinate services by other providers and connect beneficiaries with case managers, as appropriate.

Beneficiaries will be able to contact the DMA Call Center at 1-888-245-0179 to select a PCP or change their assigned PCP, or if they have questions about scheduled medical appointments or how to use a PCP/medical home.

Updated Medicaid or Health Choice ID cards will be sent in a separate mailing. Beneficiaries may use their current ID card until the new one is received.

DMA and I appreciate your continued efforts to ensure new or re-enrolling Medicaid and Health Choice beneficiaries choose a PCP or are assigned one. By DMA and county DSS staff working together, beneficiaries will be quickly connected with the PCP of their choice and receive the advantages of a medical home.

If you have any questions, please contact the DMA Call Center at 1-888-245-0179.

Sincerely,

Dave Richard

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