

Recipient Notices, July 2011

This notice is being sent to all Medicaid and NC Health Choice recipients so that everyone knows about the important information and changes.

Important Information For Medicaid Recipients Under Age 21

This pertains to all services mentioned in this notice. Children under age 21 who have Medicaid are entitled to medically necessary screening, diagnostic and treatment services that are needed to “correct or ameliorate defects and physical and mental illnesses and conditions” under the Early Periodic Screening, Diagnosis and Treatment (EPSDT) program, regardless of whether the requested service is covered under the Medicaid State Plan. For more information about EPSDT, please refer to: <http://www.ncdhhs.gov/dma/epsdt>. EPSDT does not apply to children who have NC Health Choice.

IMPORTANT INFORMATION FOR MEDICAID AND NORTH CAROLINA HEALTH CHOICE FOR CHILDREN RECIPIENTS

This notice is to let you know about important information and changes that are taking place in Medicaid and NC Health Choice.

CARE-LINE Service Change

Effective July 1, 2011, CARE-LINE services will be discontinued. For questions or concerns after July 1, 2011, you can use the current CARE-LINE number (1-800-662-7030; TTY: 1-877-452-2514) to reach the DHHS Customer Service Center. The DHHS Customer Service Center is available Monday – Friday 8 am to 5 pm.

IMPORTANT INFORMATION FOR NORTH CAROLINA HEALTH CHOICE FOR CHILDREN RECIPIENTS

This notice is to let you know about important information and changes that are taking place in NC Health Choice.

New NC Health Choice (NCHC) ID cards will be mailed beginning September 15, 2011. The new cards are effective October 1, 2011. These new cards are gray in color with the NCHC logo at the top.

IMPORTANT INFORMATION FOR NORTH CAROLINA MEDICAID RECIPIENTS

This notice is to let you know about important information and changes that are going to be taking place in Medicaid medical services over the next several months.

Optical Services

Recent legislation has eliminated the coverage of eye exams and optical supplies for adults in the coming months. You will receive more information about when this change when it goes into effect in October.

Durable Medical Equipment

Due to the need for cost savings, Medicaid is examining ways to provide incontinence supplies more efficiently. We will provide information about any changes as they are developed.

Outpatient Specialized Therapies

Outpatient specialized therapies are provided in outpatient settings, such as the Health Department. Recent legislation requires that outpatient physical therapy, occupational therapy, and speech therapy visits for adults be limited to three (3) per year. Your provider will be able to tell you more about this change when it is made.

Bariatric Surgery

In the coming months, Medicaid will cover bariatric surgery provided in approved centers. Your provider will be able to tell you of this change when it is made.

Dental Services – Child and Adult

Recent changes to dental policy will affect the way that oral health care services are provided. Medicaid will no longer pay for the following services for all recipients:

- Cast metal partial dentures. Medicaid will continue to cover acrylic partial dentures and allow replacement of acrylic partials every 8 years.

Medicaid will implement the following changes for scaling and root planing (deep cleaning) services for recipients of all ages:

- Providers will be reimbursed for this service no more than once every 24 months rather than the current allowance of once every 12 months.
- There will be an additional prior approval requirement before this service can be approved.

Please discuss these changes with your child's dentist or your dentist to determine if the revised policy will affect dental treatment for either you or your family.

Carolina ACCESS

Carolina ACCESS wants to know how you feel about your health care or the health care of your child. Beginning in September 2011, you may be called and asked to answer some questions about your child's health care. Beginning in October 2011, you may be called and asked about your health care. This will not take too much of your time. If you are called, the person will give you their name and tell you they are calling from the University of North Carolina at Charlotte on behalf of North Carolina Medicaid. They will give you some information about the study. By answering the questions, you will be a part of an effort to improve your health care services. Your answers will be kept confidential. No one at the doctor's office or Medicaid will see any names or know how you answered the questions. We appreciate your participation to help us provide you with better services.

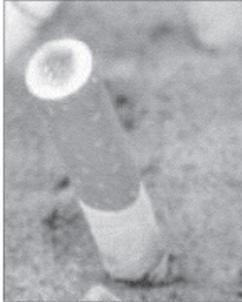
“Be Smart” Family Planning Program

Are you ready to be a parent? Are you ready for another child? Do you think you might want more children? If you answered no to any of these questions, you may want to take advantage of the opportunity to receive birth control supplies and health care services that are covered under the Medicaid “Be Smart” Family Planning program. The program is designed to reduce unplanned pregnancies and improve the lives of children and families in North Carolina, and there is no co-pay for the services. To start receiving family planning services if you are enrolled in the “Be Smart” Family Planning program, you will need to schedule an appointment for a yearly family planning exam. You can make an appointment for the exam at your local health department, health center/clinic or a doctor's office that participates in the “Be Smart” program. If you have any questions about the services that are covered by the “Be Smart” program, please go to the Division of Medical Assistance website at: <http://www.ncdhhs.gov/dma/medicaid/familyplanning.htm>

Who to Contact With Questions About Information in This Notice: For questions or concerns please contact the DHHS Customer Service Center at 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (this is a TTY number and only those with TTY equipment can talk to a person when this number is dialed). The DHHS Customer Service Center is available to assist you Monday – Friday 8 am to 5 pm.

Recipient Notice Insert:

You CAN afford



to Quit tobacco



Medication and quit coaching are the two best tools to help you quit smoking.

If you do not smoke or use tobacco, please pass this on to someone you care about who does.

Enrolling in QuitlineNC and using medications such as nicotine patches will triple your chances of quitting!



1-800-QUIT-NOW
1-800-784-8669

Call 1-800-Quit-Now

1-800-784-8669

Talk to an expert Quit Coach

It's FREE. It's CONFIDENTIAL.

7:00 a.m. to 3 a.m., 7 days a week

- QuitlineNC will offer you free, confidential coaching and information on how to quit.
- Quit Coaches do not judge and will help you make your own quit plan and find a quit date.
- Quit Coaches will call you up to three more times at times that are best for you to help you be successful with your plan.
- QuitlineNC will also send you a free quit guide with information about ways to quit, medications, and other tips.
- **Check with your doctor for Medicaid limitations and coverage of medications and counseling to quit smoking.**