

ANNUAL MEDICAID IDENTIFICATION (MID) CARD

Your Caseworker mailed you a letter to tell you that your Medicaid was approved. It also said what type of Medicaid you have and how long it will last. Please find attached your North Carolina Medicaid Identification card. You are able to cut out your card and fold it over so that it will easily fit in your wallet. This way you will always have it available when you go to the doctor, hospital, or pharmacy, just like other health insurance cards.

Your Medicaid Identification card will be issued **yearly**. Each person in the case will receive a separate card. A new card will also be issued when there is a change in your Carolina ACCESS Primary Care Provider or a name change in your case.

When you visit a medical provider you should have with you:

- your Medicaid Identification card
- other identification (for adults)
- any other insurance cards, including Medicare

The Medicaid Identification card is **not** proof of Medicaid eligibility.

FOR MORE INFORMATION, PLEASE READ THE BACK OF THIS LETTER

ANNUAL MEDICAID IDENTIFICATION CARD, CONTINUED

If your Medicaid Identification card is lost, destroyed, or stolen please contact the local county Department of Social Services (DSS) so they can order a replacement card for you. If you become ineligible for Medicaid **do not** throw the card away. You may become eligible for Medicaid again and need the card.

The Health Insurance Portability and Accountability Act (HIPAA) requires that the Division of Medical Assistance (DMA) advise Medicaid recipients of how to obtain a copy of the Notice of Privacy Practices. The Notice of Privacy Practices is available on the "Your Rights" page of the North Carolina Division of Medical Assistance's web site, <http://www.dhhs.state.nc.us/dma/medicaid/rights.htm>. If you do not have access to the internet a copy of this Notice may be obtained by contacting your Case Worker at your County Department of Social Services (DSS).

Use of the card by anyone not listed on the card is fraud and punishable by a fine, imprisonment, or both. **For questions about your Medicaid coverage and/or to report Medicaid fraud, waste or program abuse, please contact CARE-LINE at 1-800-662-7030 or locally call 919-855-4400.** If you have questions about your medical home/primary care provider with Community Care of North Carolina or Carolina ACCESS or you need to request a change in your primary care provider, call your county Department of Social Services (DSS).

Immediately return the card to the county DSS if a Medicaid recipient moves or dies. Notify your worker at DSS within 10 calendar days of any changes in your situation.

You may ask for a review if Medicaid denies prior approval for a service or if you are billed by a provider who did not tell you that you would be responsible for paying the bill. To ask for a review, write to DMA, 2501 Mail Service Center, Raleigh, NC 27699-2501 within 60 days of receiving the bill.