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Dear Patients and Families,

We are writing to inform you about **important steps you must take** if you or your children are covered by Medicaid, NC Healthchoice, United Healthcare Community Plan, or Wellcare.

A federal law passed in response to COVID-19 made sure that no one has lost their Medicaid coverage since 2020 – however, changes are coming and **families who are no longer eligible or who cannot be reached could lose their coverage.**

What This Means for You

Medicaid is going to review everyone's coverage over several months. It is very important that Medicaid can contact you, and, if you are contacted, that you reply immediately to requests for information. If you do not respond you could lose coverage, even if you are still eligible. If you are told you are no longer eligible for Medicaid, you might still be eligible for other free or low-cost coverage.

Steps You Should Take to Stay Covered

- 1) **Update your contact information now.** Visit the NC ePass website at <https://epass.nc.gov/> or call (888) 245-0179. Do this right away and any time you change your mailing address.
- 2) **Reply immediately to any requests.** Medicaid might contact you via text, email, phone, or mail to check information related to your eligibility or to ask you to fill out a renewal form – please reply to these requests right away. If you need help, visit <https://localhelp.healthcare.gov/> and enter your zip code to find assistance. *(If you have concerns that any messages are legitimate, check them against the state's website or phone number).*
- 3) **Ensure you and your family have coverage.** Medicaid will check to see if you're eligible for other programs if you are no longer eligible for coverage. However, if you lose your coverage, check for other options. Visit <https://healthcare.gov> for other affordable coverage options.
- 4) **Check your new provider network.** If you are selecting a new plan, and wish to stay with Carolina Kids Pediatrics, make sure that we are in network with your new plan. Carolina Kids is currently in network with Medicaid Direct, United Healthcare Community Plan, and WellCare.

We care that you stay covered! It is very important that you take these steps to make sure you don't lose health coverage.

Sincerely,

The physicians and staff at Carolina Kids