



Moving to a Medicaid Tailored Plan?

Call your Tailored Plan to make sure your doctors and specialists are in your network



Tailored Plans are a new kind of Medicaid health plan. If you got a welcome packet and new health plan ID card from **Alliance, Partners, Trillium or Vaya**, you have a Tailored Plan. Not sure? Call 1-888-245-0179.

Check to see if your **providers (doctors and specialists)** accept your Tailored Plan—not just “Medicaid.”

Call your Tailored Plan. They can check for you.

- Alliance Health 1-800-510-9132
- Partners Health 1-888-235-4673
- Trillium Health 1-877-685-2415
- Vaya Total Care 1-800-962-9003

Search the directory:
at ncmedicaidplans.gov

Providers that don't accept your Tailored Plan are considered “out-of-network.”

You can keep seeing them until at least January 31, 2025.

You may be able to keep seeing an out-of-network provider after January 31, 2025. Talk to your Tailored Plan.

Have a unique situation or need help?
Call your Tailored Plan or 1-888-245-0179

Learn more at medicaid.nc.gov/tailored-plans

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**HEALTH AND
HUMAN SERVICES**

Transition of Care Policy:

What happens if your doctor or specialist is not in your network?



If your NC Medicaid is moving to a Tailored Plan, Your **providers (doctors or specialists)** need to accept your Tailored Plan to provide services to you. Providers who do not will be considered **out-of-network**.

During your move to Tailored Plans:

- 1** You may keep seeing the **Medicaid providers you see now** until January 31, 2025—even if they're not listed on your health plan ID card.
- 2** Your coverage for the **prescriptions** you take now also stays the same until at least January 31, 2025. Talk to your Tailored Plan if you have concerns.
- 3** You may keep seeing the **dental** providers you see now. Your dental coverage will not change.
- 4** You may change your **primary care provider (PCP)** for any reason until January 31, 2025, and twice a year after that. This is the doctor you see when you feel sick, need a check-up or need help with chronic conditions like diabetes.

If you would like to continue to see an out-of-network provider after January 31, 2025, talk to your Tailored Plan.

- Alliance Health: 1-855-759-9600
- Trillium Health: 1-877-685-2425
- Partners Health: 1-855-397-3611
- Vaya Total Care: 1-800-962-9003

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