



Creating solutions, One person at a time

PBH Administration Communication Bulletin
FY-0910-AA-02

To: PBH Consumers, Stakeholders and Network Providers

**From: Andrea Misenheimer
Medicaid Project Manager**

Date: September 21, 2009

RE: Medicaid Cards

Effective September 8, Medicaid cards will be provided only once a year. This means you will no longer receive a monthly Medicaid card. If you lose your new card, you will have to contact your local Department of Social Services (DSS) office for a replacement.

The new annual cards will be printed on gray card stock only. This means the blue, pink, green and tan colored cards will no longer be used.

The new cards will no longer have the letters PCHP to reflect the PBH five-county area of Cabarrus, Davidson, Rowan, Stanly and Union. Therefore, your provider will need to verify your Medicaid eligibility at each visit in order to receive services.

This decision was made by the N.C. Medicaid Program, and it is expected to be more cost efficient.

If you have any questions or concerns, call your local DSS office. If you need assistance in contacting DSS, you may call the state Care Line at 1-800-662-7030.