



Welcome to Partners Health Management's Tailored Plan!

Partners manages a specialty health care plan for individuals in our covered area who receive Medicaid and State-funded mental health, intellectual/developmental disability (I/DD), substance use disorder and traumatic brain injury (TBI) services.

Partners also provides care management services to work with you to keep you as healthy as possible.

Your coverage begins July 1, 2024, and we are happy to be managing your health care services.

Why are you receiving this information?

We are welcoming you to Partners' Tailored Plan because you are a recipient, or are eligible to be a recipient, of state-funded health care services in our covered area. Partners manages services in 15 counties: Burke, Cabarrus, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union and Yadkin.

State-funded services are services for mental health, substance use disorders, I/DD and TBI that are funded by the state or federal government outside of Medicaid. These services are limited by the availability of state funding. You may be eligible for state-funded services if:

- You do not have health insurance, or
- You have health insurance, including Medicaid, that does not cover all your needs

Partners' Welcome Packet has information and resources, including your Tailored Plan Recipient Handbook, to help you learn about Partners' Tailored Plan benefits, services and programs. You can also view the handbook on our website at partnersbhm.org/resources/.

You can view our Provider Directory online at partnersbhm.org/provider-search/. You also may call the Member and Recipient Services Line at 1-888-235-4673 from 7 a.m. to 6 p.m. Monday through Saturday if you need a printed copy.

Partners Promise

Partners always puts members and families first. We help individuals access the care they need through our longstanding community partnerships with experienced providers and other local support organizations. We are recognized for our unwavering commitment to the counties and the families we serve.

If you have any questions, please contact our Member and Recipient Services Line at 1-888-235-4673; TTY: Relay NC 711 or (English) 1-800-735-2962; (Spanish) 1-888-825-6570; or email us at memberquestions@partnersbhm.org.

To learn more about Partners and your health plan, you can join one of our virtual Member Cafés. Go to partnersbhm.org/member-cafe/ for more information and to sign up.

Important Phone Numbers

- Member and Recipient Services 1-888-235-4673 (Monday-Saturday, 7 a.m.-6 p.m.)
 - 24/7 Behavioral Health Crisis 1-833-353-2093
 - Deaf or Hearing Challenged Relay NC 711
(English) 1-800-735-2962
(Spanish) 1-888-825-6570
-

Auxiliary Aids and Interpreter Services

You can get free materials in large print and other auxiliary aids and services. Call **1-888-235-4673 (TTY/TDD Relay NC 711)**. If English is not your first language, free interpreter services are available. Call **1-888-235-4673 (TTY/TDD Relay NC 711)**.

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-888-235-4673 (TTY/TDD Relay NC 711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-888-235-4673 (TTY/TDD Relay NC 711)**.

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致电 **1-888-235-4673 (TTY/TDD Relay NC 711)**。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 1-888-235-4673 (TTY/TDD Relay NC 711)。

Notice of Nondiscrimination

Partners complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Partners does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. **Full Notice of Nondiscrimination is included in your Welcome Packet.**