

June 30, 2021

PCP Assignments

Member ID Card Changes and Panel Roster Updates

Dear Provider,

As you are aware, the auto-enrollment of Medicaid members to Prepaid Health Plans (PHPs) was completed in late May. As part of the subsequent PCP auto-assignment process, AmeriHealth Caritas North Carolina (ACNC) made Primary Care Provider (PCP) assignments for members who had not made their own selection.

In the last week, we learned that some members were assigned to PCPs that were not the providers they had seen most recently. We have modified those assignments to link members to their most recent PCP.

On June 28, 2021, we began mailing these members new ACNC ID Cards with information about the change. As of July 1, you can refer to [NaviNet](#) to view or print your most current Panel Roster report for AmeriHealth Caritas North Carolina.

If you have questions, please contact your dedicated [Provider Account Executive](#) or call AmeriHealth Caritas North Carolina Provider Services at **1-888-738-0004**.

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.