P.O. Box 254 • Helena, Montana 59624-0254

<<DATE>>

<NAME>
<ADDRESS>
<CITY> <STATE> <ZIP>

Welcome to the Team Care Program

Dear :

You have been chosen for the **Team Care Program.** Team Care is for people with Montana Medicaid who need extra help getting the care they need. The Team Care program will help you use health care services the right way while helping you feel better.

In the program, a team helps you manage your health care. The team has one primary care provider (PCP), one pharmacy, the Nurse First Advice Line and Medicaid staff. Together, we will help you get the right care at the right time at the right place.

Enclosed is a self-care handbook that will give you more information about common illnesses and medical conditions. This information will help you make good decisions about your health care.

**Some suggestions for treatment listed in the self – care handbook are not covered by Montana Medicaid. See the Medical Services section of your Montana Medicaid Handbook for information about what medical services are covered by Medicaid. Or, you can call the Medicaid Help Line at 1-800-362-8312.

We enrolled you with the following provider and pharmacy. Beginning <<Enrollment Date>>, you will need to get all your medical services from these providers. If you have an emergency you can still get care at the emergency room.

Member Name	**Medicaid ID Number**

Team Care Provider	**Team Care Pharmacy**
<name>	<name>
<address>	<address>
<city> <state> <zip>	< city> <state> <zip>

If the Team Care PCP or pharmacy is not the one you want, you may call the Medicaid Help Line at 1-800-362-8312 by 12:00 pm (noon) on <<Cut off Date>> to request a change. The call is free.

All requests to change must be approved by Medicaid.

Questions? Call the Help Line at 1-800-362-8312

Changes to your benefits:

- Your Team Care PCP is your "medical home". Except for emergencies, **you need** to get most of your medical care from your Team Care PCP. At times, your PCP will give you a referral (permission) to visit other providers or specialists, to make sure you get the health care services you need.

- **Call the Nurse First Advice Line at 1-800-330-7847** before getting medical care, even from your PCP, except in life or limb-threatening emergencies. The nurse will ask you about your symptoms and help you decide if you need treatment. The call is free and the nurses are always there.

- You do not have to call Nurse First before visiting your PCP for scheduled or follow-up appointments.

- You need to get all your Medicaid prescriptions from your Team Care pharmacy. If your pharmacy is closed or unable to fill a prescription, **call the Medicaid Help Line at 1-800-362-8312** or ask your pharmacy to call Medicaid.

- The Emergency Room is not the place for routine care. Only visit the Emergency Room for life or limb-threatening conditions.

- Call the Medicaid Help Line at 1-800-362-8312 or write to them at the address below for any future provider change requests. Requests to change will only be approved if you have a good reason.

> Montana Medicaid Help Line
> PO Box 254
> Helena, MT 59624

If you have questions about Team Care, refer to the enclosed handbook, or call the **Medicaid Help Line at 1-800-362-8312.** The Medicaid Help Line is open Monday through Friday from 8:00 am to 5:00 pm. The call is free and the staff will be happy to help you.

For more information about Team Care, visit our website at www.medicaid.mt.gov and choose the Client Information link.

Sincerely,

Montana Medicaid Team Care Staff

Authorization for this program is found under Federal Regulations at 42 CFR 431.54 and the Administrative Rules of Montana at 37.86.5303. If you disagree with this action, you may request a fair hearing by contacting the Medicaid Help Line or your local Office of Public Assistance before <<Cut off Date>>

Questions? Call the Help Line at 1-800-362-8312