



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary  
**DAVE RICHARD** • Deputy Secretary, NC Medicaid

November 12, 2019

**RE: 2019 Fall Cluster Meeting**

Dear County Director of Social Services:  
Medicaid Program Managers and Supervisors

The Medicaid Operational Support Team (OST) have scheduled supervisor cluster meetings to be held via webinar. Webinar sessions are scheduled for November 20<sup>th</sup> and November 21<sup>st</sup> from 9: 00 am until 12:00 p.m. each day. Each of the two sessions will include the same content. The multiple sessions will allow the necessary staff to participate in the meetings. The cluster meeting will address the most common quality control errors found during Medicaid audits.

OST recognizes during this time of vast change and end of year increased workload, travel may be difficult. For this reason, OST will use GoToWebinar software to present this meeting. This technology will allow questions to be submitted via chat without interruptions from other attendees. Please ensure you are viewing with audio enabled equipment since there will not be a call-in number available for this presentation.

To ensure all counties are able to participate, we ask counties to view as a group in a centralized location, where permissible. OST staff will be present during all webinar sessions to answer questions submitted through the chat feature. The training will also be recorded and posted for later use at which time a compiled list of all question and answers session will be shared. It is our hope that the information shared will assist the counties with future Medicaid audits.

GoToWebinar registrations links below:

**November 20, 2019**

**Registration URL**

<https://attendeegotowebinar.com/register/6268797778638012429>

**November 21, 2019**

**Registration URL**

<https://attendeegotowebinar.com/register/7472596984797161997>

**NC MEDICAID**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS**

LOCATION: 79 T.W. Alexander Drive, Durham, NC 27709  
MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501  
www.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-224-1070

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DSS County Directors

November 12, 2019

Page 2 of 2

If you have any questions regarding this information, please contact Marissa Adams, OST Manager at 919-813-5365 or [Marissa.Adams@dhhs.nc.gov](mailto:Marissa.Adams@dhhs.nc.gov)

Sincerely,

DocuSigned by:  
  
11395D232A054A2...  
Dave Richard