



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

October 8, 2021

RE: DHB Operational Support Team Representative County Reassignments

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

The Division of Health Benefits (DHB) is pleased to welcome Paula Parker and Courtney Wyke as the two newest Operational Support Team (OST) representatives. Paula filled the position previously vacated by Gina Hamilton. Courtney is filling a newly acquired OST position. DHB has revised the OST county assignments to reflect the addition of new staff. These new county assignments will be effective 11/01/21. Current and newly assigned OST will work together to resolve any outstanding questions and/or clarifications and transition of current Accuracy Improvement Plans and any current audit cycle case reviews.

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

Sincerely,

DocuSigned by:
Dave Richard

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Dave Richard
Deputy Secretary, NC Medicaid
Attachments (Medicaid Operational Support Team)

NC MEDICAID

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

MEDICAID OPERATIONAL SUPPORT TEAM

Effective 11/01/21

<p>Christy Berrong Christy.Berrong@dhhs.nc.gov</p> <p>828-837-9719 (office)</p> <p>Buncombe Macon Cherokee Madison Clay Swain Graham Transylvania Haywood Yancey Jackson EBCI</p>	<p>Christine Coffey Christine.Coffey@dhhs.nc.gov</p> <p>336-940-3894 (office)</p> <p>Alamance Mecklenburg Caswell Orange Chatham Person Granville Vance Guilford Yadkin Lee</p>	<p>Alice Driver Alice.Driver@dhhs.nc.gov</p> <p>919-219-5711 (office)</p> <p>Camden Hyde Chowan Pasquotank Currituck Perquimans Dare Tyrell Gates Wake Hertford Washington</p>
<p>Patricia Fields Patricia.Fields@dhhs.nc.gov</p> <p>828-738-8468 (office)</p> <p>Alleghany Henderson Ashe Mitchell Avery Surry Burke Watauga Caldwell Wilkes Cleveland</p>	<p>Brenda Gooch Brenda.Gooch@dhhs.nc.gov</p> <p>919-270-4104 (office)</p> <p>Bertie Northampton Bladen Pitt Cumberland Robeson Greene Sampson Lenoir Wayne Martin</p>	<p>Stacey Greer Stacey.Greer@dhhs.nc.gov</p> <p>910-520-4790 (office)</p> <p>Beaufort Jones Brunswick New Hanover Carteret Onslow Columbus Pamlico Craven Pender Duplin</p>
<p>Paula Parker Paula.Parker@dhhs.nc.gov</p> <p>919-280-4705 (office)</p> <p>Anson Randolph Cabarrus Richmond Gaston Scotland Lincoln Stanly Montgomery Union Polk</p>	<p>Letarsha Thomas Letarsha.Thomas@dhhs.nc.gov</p> <p>919-632-1093 (office)</p> <p>Durham Johnston Edgecombe Moore Franklin Nash Halifax Warren Harnett Wilson Hoke</p>	<p>Courtney Wyke Courtney.Wyke@dhhs.nc.gov</p> <p>919-210-2102 (office)</p> <p>Alexander McDowell Catawba Rockingham Davidson Rowan Davie Rutherford Forsyth Stokes Iredell</p>

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<p>Marissa Adams – DHB OST Manager Marissa.Adams@dhhs.nc.gov</p> <p>919-813-5365 (office) 919-896-4424 (work cell)</p>		<p><i>Under supervisor of Eva Fulcher, County Operation & Policy Manager-</i></p> <p>Elizabeth O’Dell Elizabeth.odell@dhhs.nc.gov 704-651-6817 (office) Training/ Managed Care</p> <p>Sandy Danner Sandy.Danner@dhhs.nc.gov</p> <p>910-599-7688 (office) Training/ Managed Care</p>
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