



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

JOSH STEIN • Governor
DEVDUTTA SANGVAI • Secretary
MELANIE BUSH • Interim Deputy Secretary, NC Medicaid

March 25, 2026

RE: Use of Medicaid Forms

Dear County Directors of Social Services:

NC Medicaid advises local agencies to only generate and use approved forms and notices for Medicaid eligibility purposes. Approved forms are identified with either Division of Health Benefits (DHB), Division of Medical Assistance (DMA), or Department of Social Services (DSS) and are located in the NCDHHS Policies and Manuals found here:

[DSS Forms](#)
[DHB/DMA Forms](#)

Modifying an approved form, letter or notice is not permissible. All forms, including signature pages, requests for information and any other notices counties may have modified for their specific agency and county, (even when the original form is a state form used to create their own version) should be destroyed without delay.

If you have questions regarding this material, contact your Medicaid Operational Support Team (OST) Representative.

DocuSigned by:
Sincerely,
Melanie Bush
B8DC6508FB454DA...
Melanie Bush
Interim Deputy Secretary
NC Medicaid

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

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