



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

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
JAY LUDLAM • Deputy Secretary, NC Medicaid

March 28, 2023

RE: Department of Social Services Voicemail Requirements

Dear County Director of Social Services:

This is a follow-up to the March 1, 2023 [Recertification Process and Report of Changes in Circumstances by Telephone](#) DCDL. The requirements outlined in that letter must be implemented. DHB is providing some additional information outlined below.

The county must ensure their phone system allows the following:

1. The main line phone number must allow the caller to leave a detailed voicemail, this includes when the main DSS phone line is busy.
2. The caller **should** have the ability at any time while on hold to opt out of being on hold and to be able to leave a voicemail.
3. In order to provide more certainty for counties, the Division of Health Benefits (DHB) is defining the requirement to return phone messages within a reasonable time to be **5 business days**. This is the standard that the auditors will be using.
4. Distribute and discuss this letter and the March 1, 2023 [Recertification Process and Report of Changes in Circumstances by Telephone](#) with your county IT, to ensure they understand the phone access requirements.

These requirements apply to all 100 counties and do not vary by the size of the county or its staffing or technological capabilities.

All 100 counties are expected to comply with the requirements to allow reasonable phone access. Those counties whose phone system cannot meet the requirements outlined above as soon as possible, **must** have an interim workaround process and corrective action plan developed in conjunction with DHB **no later than May 1**.

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

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DHB sent out a 2-question survey to all 100 counties on March 27, 2023. It is critical that all counties provide the survey responses by the deadline of close of business March 29, 2023.

DHB is working with the NC Director's Association leadership to address these requirements and the most effective methods for the various counties to meet the requirements.

If you have any questions regarding this information, please contact Eva Fulcher, Deputy Director of Member Operation at eva.fulcher@dhhs.nc.gov .

Sincerely,

DocuSigned by:


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Jay Ludlam

Deputy Secretary, NC Medicaid