



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

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

**December 13, 2023**

**RE: DHB Operational Support Team Representative County Reassignments**

Dear County Director of Social Services:

The revised OST county assignment list is attached and will be effective December 13, 2023. As our new OST representatives begin their duties, current and newly assigned OST will collaborate to resolve any outstanding questions and/or clarifications.

If you have any questions regarding this information, please contact Christy Berrong, Operational Support Team Manager at [Christy.Berrong@dhhs.nc.gov](mailto:Christy.Berrong@dhhs.nc.gov).

Sincerely,

DocuSigned by:

A handwritten signature in cursive that reads "Jay Ludlam".  
06565C1C2A8F4C8...

Jay Ludlam  
Deputy Secretary, NC Medicaid

Attachment (Medicaid OST List)

**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 12/13/2023

<p><b>Patricia Fields</b> <a href="mailto:Patricia.Fields@dhhs.nc.gov">Patricia.Fields@dhhs.nc.gov</a></p> <p>828-738-9911 (office)</p> <p>Catawba            Macon Cherokee          Madison Clay                 Swain Graham             Transylvania Haywood          Yancey Jackson             EBCI</p>	<p><b>Courtney Wyke</b> <a href="mailto:Courtney.Wyke@dhhs.nc.gov">Courtney.Wyke@dhhs.nc.gov</a></p> <p>919-210-2102 (office)</p> <p>Ashe                 McDowell Avery                Mitchell Buncombe         Polk Burke                Rutherford Cleveland         Watauga Henderson</p>	<p><b>Christine Coffey</b> <a href="mailto:Christine.Coffey@dhhs.nc.gov">Christine.Coffey@dhhs.nc.gov</a></p> <p>336-940-3894 (office)</p> <p>Alexander          Rowan Alleghany          Surry Davie                Stokes Forsyth             Wilkes Iredell              Yadkin Rockingham</p>
<p><b>Letarsha Thomas</b> <a href="mailto:Letarsha.Thomas@dhhs.nc.gov">Letarsha.Thomas@dhhs.nc.gov</a></p> <p>919-632-1093 (office)</p> <p>Caswell             Johnston Davidson           Lee Durham              Moore Franklin             Person Granville            Vance Harnett</p>	<p><b>Billy Henderson</b> <a href="mailto:Billy.J.Henderson@dhhs.nc.gov">Billy.J.Henderson@dhhs.nc.gov</a></p> <p>984-365-0887 (office)</p> <p>Alamance          Orange Chatham            Randolph Edgecombe        Warren Greene              Wayne Guilford Wilson Nash</p>	<p><b>Stacey Greer</b> <a href="mailto:Stacey.Greer@dhhs.nc.gov">Stacey.Greer@dhhs.nc.gov</a></p> <p>910-520-4790 (office)</p> <p>Bladen              Onslow Brunswick          Pender Columbus          Robeson Duplin               Sampson Hoke                 Jones New Hanover</p>
<p><b>Paula Parker</b> <a href="mailto:Paula.Parker@dhhs.nc.gov">Paula.Parker@dhhs.nc.gov</a></p> <p>919-280-4705 (office)</p> <p>Anson                Montgomery Cabarrus            Richmond Caldwell            Scotland Gaston              Stanly Lincoln              Union Mecklenburg</p>	<p><b>Paula Taylor</b> <a href="mailto:Paula.Taylor@dhhs.nc.gov">Paula.Taylor@dhhs.nc.gov</a></p> <p>252-326-0293 (office)</p> <p>Beaufort            Pamlico Carteret            Pitt Craven              Tyrell Dare                 Wake Hyde Washington Lenoir</p>	<p><b>Afton Harvell</b> <a href="mailto:Afton.Harvell@dhhs.nc.gov">Afton.Harvell@dhhs.nc.gov</a></p> <p>984-269-2721 (office)</p> <p>Bertie                Halifax Camden              Hertford Chowan              Martin Cumberland       Northampton Currituck          Pasquotank Gates                 Perquimans</p>