



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

October 3, 2025

RE: NC Medicaid Operational Support Team Representative County Reassignments

Dear County Director of Social Services:

NC Medicaid has made changes to the Operational Support Team (OST) county assignments. The revised OST county assignment list is attached and will be effective November 10, 2025. OST will collaborate to resolve any outstanding questions or other issues currently underway.

If you have questions regarding this information, contact Paula Taylor, OST Manager at Paula.Taylor@dhhs.nc.gov.

Sincerely,

DocuSigned by:

Jay Ludlam

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Jay Ludlam

Deputy Secretary, NC Medicaid

Attachment (Medicaid OST List)

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

LOCATION: 65 Moore Drive Durham, NC 27709

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

www.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-882-8934

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

MEDICAID OPERATIONAL SUPPORT TEAM <i>Effective 11/10/2025</i>			
Afton Harvell Afton.Harvell@dhhs.nc.gov 984-269-2721 (office) Carteret Pamlico Craven Pitt Greene Sampson Johnston Wayne Jones Temporary Coverage: Gaston	Billy Henderson Billy.J.Henderson@dhhs.nc.gov 984-365-0887 (office) Bertie Hertford Chowan Lenoir Edgecombe Northampton Gates Wilson Halifax Temporary Coverage: Gaston	Christine Coffey Christine.Coffey@dhhs.nc.gov 336-940-3894 (office) Alamance Davidson Ashe Guilford Caswell Moore Chatham Rockingham Temporary Coverage: Davie	Christy Berrong christy.berrong@dhhs.nc.gov 919-740-2753 (office) Cherokee Henderson Clay Jackson Graham Macon Haywood Swain EBCI Temporary Coverage: Mecklenburg
Courtney Wyke Courtney.Wyke@dhhs.nc.gov 919-210-2102 (office) Buncombe Lincoln Cabarrus McDowell Caldwell Rutherford Catawba Union Temporary Coverage: Montgomery	Laura Stockwell laura.stockwell@dhhs.nc.gov 919-621-1159 (office) Cumberland Richmond Harnett Scotland Hoke Wake Lee Temporary Coverage: Montgomery	Letarsha Thomas Letarsha.Thomas@dhhs.nc.gov 919-632-1093 (office) Durham Orange Franklin Person Granville Vance Nash Warren Temporary Coverage: Stanley	Pamela Smith pamela.smith@dhhs.nc.gov 919-740-0406 (office) Beaufort Martin Camden Pasquotank Currituck Perquimans Dare Tyrrell Hyde Washington
Patricia Fields Patricia.Fields@dhhs.nc.gov 828-738-9911 (office) Avery Polk Burke Transylvania Cleveland Watauga Madison Yancey Mitchell Temporary Coverage: Surry	Paula Parker Paula.Parker@dhhs.nc.gov 919-280-4705 (office) Anson Montgomery Davie Randolph Gaston Stanley Mecklenburg Surry These counties are temporally covered by other OST shown on this list.	Saundra Day saundra.day@dhhs.nc.gov 919-810-1988 (office) Alexander Rowan Alleghany Stokes Forsyth Wilkes Iredell Yadkin Temporary Coverage: Randolph	Stacey Greer Stacey.Greer@dhhs.nc.gov 910-520-4790 (office) Bladen New Hanover Brunswick Onslow Columbus Pender Duplin Robeson Temporary Coverage: Anson

***Bolded counties are Temporary Coverage for Paula Parker