



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

**ROY COOPER** • Governor  
**KODY H. KINSLEY** • Secretary  
**DAVE RICHARD** • Deputy Secretary, NC Medicaid

**November 7, 2022**

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

Dear County Director of Social Services:

The Division of Health Benefits (DHB) is pleased to welcome Sherry Horrell as the newest Operational Support Team (OST) representative. Sherry filled the position previously vacated by Brenda Gooch.

The attached new county assignment list will be effective December 1, 2022. 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 Eva Fulcher, County Operation & Policy Manager at [Eva.Fulcher@dhhs.nc.gov](mailto:Eva.Fulcher@dhhs.nc.gov).

Sincerely,

DocuSigned by:

*Dave Richard*

Dave Richard...

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

**NC MEDICAID**

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

LOCATION: 79 T.W. Alexander Drive, Durham, NC 27709  
MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-813-5340 • FAX: 919-224-1070

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

## MEDICAID OPERATIONAL SUPPORT TEAM

Effective 12/1/2022 (Revised)

<p><b>Christy Berrong</b> <a href="mailto:Christy.Berrong@dhhs.nc.gov">Christy.Berrong@dhhs.nc.gov</a></p> <p>828-837-9719 (office)</p> <p>Buncombe      Macon Cherokee      Madison Clay              Swain Graham          Transylvania Haywood        Yancey Jackson          EBCI</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>Alamance      Orange Caswell        Person Chatham        Stanly Granville       Vance Lee              Yadkin 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>Camden        Hyde Chowan        Pasquotank Currituck     Perquimans Dare            Tyrell Gates           Wake Hertford        Washington</p>
<p><b>Patricia Fields</b> <a href="mailto:Patricia.Fields@dhhs.nc.gov">Patricia.Fields@dhhs.nc.gov</a></p> <p>828-738-8468 (office)</p> <p>Alleghany      Henderson Ashe            Mitchell Avery            Surry Burke            Watauga Caldwell        Wilkes Cleveland</p>	<p><b>Sherry Horrell</b> <a href="mailto:Sherry.Horrell@dhhs.nc.gov">Sherry.Horrell@dhhs.nc.gov</a></p> <p>919-604-1056 (office)</p> <p>Bertie           Northampton Bladen          Pitt Cumberland    Robeson Greene          Sampson Lenoir           Wayne Martin</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>Beaufort        Jones Brunswick      New Hanover Carteret        Onslow Columbus       Pamlico Craven           Pender Duplin</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           Randolph Cabarrus        Richmond Gaston          Scotland Guilford        Union Lincoln Montgomery</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>Durham          Johnston Edgecombe     Moore Franklin        Nash Halifax         Warren Harnett         Wilson Hoke</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>Alexander      McDowell Catawba        Rockingham Davidson        Rowan Davie            Rutherford Forsyth         Stokes Iredell</p>

# MEDICAID OPERATIONAL SUPPORT TEAM

Effective 12/1/2022 (Revised)

<b>Vacant – DHB OST Manager</b>		<i>Under supervisor of Eva Fulcher, County Operation &amp; Policy Manager-</i>  <b>Elizabeth O'Dell</b> <a href="mailto:Elizabeth.odell@dhhs.nc.gov">Elizabeth.odell@dhhs.nc.gov</a> 704-651-6817 (office) Training/ Managed Care  <b>Sandy Danner</b> <a href="mailto:Sandy.Danner@dhhs.nc.gov">Sandy.Danner@dhhs.nc.gov</a>  910-599-7688 (office) Training/ Managed Care
---------------------------------	--	--