



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 31, 2023**

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

Dear County Director of Social Services:

The Division of Health Benefits (DHB) announces that Patricia Fields will be staying with the Operational Support Team. Those counties that were previously assigned to her will remain assigned to her and she will continue to provide support effective immediately.

The attached OST assignment list includes the temporary county assignments and is effective immediately. OST will work together to resolve any outstanding questions or other issues currently underway. Counties will be notified as soon as the other vacant OST positions are filled.

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:

*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**

LOCATION: 79 T.W. Alexander Drive, Durham, NC 27709  
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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

**MEDICAID OPERATIONAL SUPPORT TEAM**

Effective 3/31/2023 (Revised)

<p><b>VACANT-See Temporary County Reassignments</b></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>Temporary County:</b> Clay              Greene Sampson</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>Temporary County:</b> Yancey          Bertie</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>Temporary Counties:</b> Buncombe      Swain Pitt              Robeson</p>	<p><b>VACANT-See Temporary County Reassignments</b></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>Temporary Counties:</b> Haywood        Transylvania Bladen</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 Polk</p> <p><b>Temporary County:</b> Graham          Cumberland Martin</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>Temporary Counties:</b> Jackson          Madison Northampton</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> <p><b>Temporary County:</b> Cherokee        Lenior Wayne            Macon</p>

## **MEDICAID OPERATIONAL SUPPORT TEAM**

Effective 3/31/2023 (Revised)

*Under supervisor of Eva Fulcher, County Operation & Policy Manager-*

**Elizabeth O'Dell [Elizabeth.odell@dhhs.nc.gov](mailto:Elizabeth.odell@dhhs.nc.gov) 704-651-6817 (office) Training/ Managed Care**

**Sandy Danner [Sandy.Danner@dhhs.nc.gov](mailto:Sandy.Danner@dhhs.nc.gov) 910-599-7688 (office) Training/ Managed Care**

**Operational Support Team Manager – Christy Berrong [Christy.berrong@dhhs.nc.gov](mailto:Christy.berrong@dhhs.nc.gov).**