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.

Sincerely,

Jay Ludlam
Deputy Secretary, NC Medicaid
Attachment (Medicaid OST List)
# MEDICAID OPERATIONAL SUPPORT TEAM

**Effective 3/31/2023 (Revised)**

## VACANT-See

<table>
<thead>
<tr>
<th>Temporary County Reassignments</th>
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### Christine Coffey

**Contact Information:**

- **Email:** Christine.Coffey@dhhs.nc.gov
- **Phone:** 336-940-3894 (office)

### Paula Taylor

**Contact Information:**

- **Email:** Paula.taylor@dhhs.nc.gov
- **Phone:** 252-326-0293 (office)

## Patricia Fields

**Contact Information:**

- **Email:** Patricia.Fields@dhhs.nc.gov
- **Phone:** 828-738-8468 (office)

### VACANT-See

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<tr>
<th>Temporary County Reassignments</th>
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<td>Cleveland</td>
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### Stacey Greer

**Contact Information:**

- **Email:** Stacey.Greer@dhhs.nc.gov
- **Phone:** 910-520-4790 (office)

## Paula Parker

**Contact Information:**

- **Email:** Paula.Parker@dhhs.nc.gov
- **Phone:** 919-280-4705 (office)

### Letarsha Thomas

**Contact Information:**

- **Email:** Letarsha.Thomas@dhhs.nc.gov
- **Phone:** 919-632-1093 (office)

## Temporary County:

- **County:** Graham
- **County:** Cumberland
- **County:** Martin

### Temporary Counties:

- **County:** Northampton
- **County:** Orange
- **County:** Person
- **County:** Stanly
- **County:** Vance
- **County:** Yadkin
- **County:** Clay
- **County:** Greene

### Temporary County:

- **County:** Haywood
- **County:** Transylvania
- **County:** Bladen

### Temporary County:

- **County:** Jackson
- **County:** Madison
- **County:** Northampton

### Temporary County:

- **County:** Cherokee
- **County:** Lenior
- **County:** Wayne
- **County:** Macon
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 704-651-6817 (office) Training/Managed Care

Sandy Danner Sandy.Danner@dhhs.nc.gov 910-599-7688 (office) Training/Managed Care

Operational Support Team Manager – Christy Berrong Christy.berrong@dhhs.nc.gov.