



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

**JOSH STEIN • Governor**

**DEV DUTTA SANGVAI • Secretary**

**JAY LUDLAM • Deputy Secretary, NC Medicaid**

**May 7, 2025**

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

Dear County Director of Social Services:

The Division of Health Benefits (DHB) announces the new Operational Support Team Manager, Paula Taylor, effective April 28, 2025. Those counties that were previously assigned to her are being temporarily reassigned to other OST staff to provide support effective Monday, May 19, 2025.

The attached OST assignment list includes the temporary county assignments and is effective May 19, 2025. OST will work together to resolve any outstanding questions or other issues currently underway. Counties will be notified as soon as the vacant OST position is filled.

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

Sincerely,

DocuSigned by:

A handwritten signature in black ink that reads "Jay Ludlam". Below the signature is a blue DocuSigned verification code: "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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• TEL: 919-813-5340 • FAX: 919-224-1070

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

## MEDICAID OPERATIONAL SUPPORT TEAM

<b>MEDICAID OPERATIONAL SUPPORT TEAM</b> <i>Effective 5/19/2025</i>			
Afton Harvell <a href="mailto:Afton.Harvell@dhhs.nc.gov">Afton.Harvell@dhhs.nc.gov</a> 984-269-2721 (office) Bertie Hertford Camden Martin Chowan Pasquotank Currituck Perquimans Gates Washington <b>Temporary County: Carteret</b>	Billy Henderson <a href="mailto:Billy.J.Henderson@dhhs.nc.gov">Billy.J.Henderson@dhhs.nc.gov</a> 984-365-0887 (office) Franklin Person Granville Union Johnston Wake Moore <b>Temporary County: Lenoir</b>	Christine Coffey <a href="mailto:Christine.Coffey@dhhs.nc.gov">Christine.Coffey@dhhs.nc.gov</a> 336-940-3894 (office) Ashe Iredell Catawba Stokes Davie Yadkin Forsyth <b>Temporary County: Dare</b>	Courtney Wyke <a href="mailto:Courtney.Wyke@dhhs.nc.gov">Courtney.Wyke@dhhs.nc.gov</a> 919-210-2102 (office) Buncombe Mitchell Cleveland Rutherford Madison Yancey McDowell <b>Temporary County: Beaufort</b>
Cynthia Graham <a href="mailto:cynthia.b.graham@dhhs.nc.gov">cynthia.b.graham@dhhs.nc.gov</a> 984-318-1065 (office) Edgecombe Northampton Greene Pitt Halifax Vance Harnett Warren Nash <b>Temporary County: Tyrrell</b>	Laura Stockwell <a href="mailto:laura.stockwell@dhhs.nc.gov">laura.stockwell@dhhs.nc.gov</a> 919-621-1159 (office) Chatham Rowan Guilford Scotland Orange Stanly Richmond <b>Temporary County: Jones</b>	Letarsha Thomas <a href="mailto:Letarsha.Thomas@dhhs.nc.gov">Letarsha.Thomas@dhhs.nc.gov</a> 919-632-1093 (office) Alamance Montgomery Caswell Randolph Davidson Rockingham Durham <b>Temporary County: Pamlico</b>	Monique Hoskins <a href="mailto:Monique.Hoskins@dhhs.nc.gov">Monique.Hoskins@dhhs.nc.gov</a> 984-297-3527 (office) Cumberland Sampson Hoke Wayne Lee Wilson Robeson <b>Temporary County: Pamlico</b>
Patricia Fields <a href="mailto:Patricia.Fields@dhhs.nc.gov">Patricia.Fields@dhhs.nc.gov</a> 828-738-9911 (office) Cherokee Jackson Clay Macon Graham Swain Haywood Transylvania EBCI <b>Temporary County: Hyde</b>	Paula Parker <a href="mailto:Paula.Parker@dhhs.nc.gov">Paula.Parker@dhhs.nc.gov</a> 919-280-4705 (office) Anson Lincoln Cabarrus Mecklenburg Gaston Polk Henderson <b>Temporary County: Hyde</b>	<b>Vacant – See the Temporary County Reassignments</b>  <b>Beaufort Jones</b> <b>Carteret Lenoir</b> <b>Craven Pamlico</b> <b>Dare Tyrrell</b> <b>Hyde</b>	Saundra Day <a href="mailto:saundra.day@dhhs.nc.gov">saundra.day@dhhs.nc.gov</a> 919-810-1988 (office) Alexander Caldwell Alleghany Surry Avery Watauga Burke Wilkes <b>Temporary County: Pamlico</b>
Stacey Greer <a href="mailto:Stacey.Greer@dhhs.nc.gov">Stacey.Greer@dhhs.nc.gov</a> 910-520-4790 (office) Bladen New Hanover Brunswick Onslow Columbus Pender Duplin <b>Temporary County: Craven</b>			