



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

July 28, 2025

RE: DHB Operational Support Team Representative Temporary County Reassignments

Dear County Director of Social Services:

The Division of Health Benefits 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 Aug. 1, 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:

A handwritten signature in black ink that reads "Jay Ludlam". Below the signature, there is a long alphanumeric string: "06565C1C2A8F4C8..."

Jay Ludlam
Deputy Secretary, NC Medicaid

Attachment (Medicaid OST List)

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • XXXX OFFICE OR DIVISION IF NEEDED XXXXX

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

MEDICAID OPERATIONAL SUPPORT TEAM <i>Effective 8/1/2025</i>			
Afton Harvell Afton.Harvell@dhhs.nc.gov 984-269-2721 (office) Bertie Hertford Camden Martin Chowan Pasquotank Currituck Perquimans Gates Washington Temporary County: Carteret	Billy Henderson Billy.J.Henderson@dhhs.nc.gov 984-365-0887 (office) Franklin Person Granville Union Johnston Wake Moore Temporary County: Lenoir & Hoke	Christine Coffey Christine.Coffey@dhhs.nc.gov 336-940-3894 (office) Ashe Iredell Catawba Stokes Davie Yadkin Forsyth Temporary County: Dare & Wayne	Courtney Wyke Courtney.Wyke@dhhs.nc.gov 919-210-2102 (office) Buncombe Mitchell Cleveland Rutherford Madison Yancey McDowell Temporary County: Beaufort & Wilson
Cynthia Graham cynthia.b.graham@dhhs.nc.gov 984-318-1065 (office) Edgecombe Northampton Greene Pitt Halifax Vance Harnett Warren Nash Temporary County: Tyrrell	Laura Stockwell laura.stockwell@dhhs.nc.gov 919-621-1159 (office) Chatham Rowan Guilford Scotland Orange Henderson Richmond Temporary County: Cumberland	Letarsha Thomas Letarsha.Thomas@dhhs.nc.gov 919-632-1093 (office) Alamance Montgomery Caswell Randolph Davidson Rockingham Durham Temporary County: Jones & Lee	Patricia Fields Patricia.Fields@dhhs.nc.gov 828-738-9911 (office) Cherokee Jackson Clay Macon Graham Swain Haywood Transylvania EBCI Temporary County: Hyde
Paula Parker Paula.Parker@dhhs.nc.gov 919-280-4705 (office) Anson Lincoln Cabarrus Mecklenburg Gaston Polk Stanley Temporary County: Sampson	Saundra Day saundra.day@dhhs.nc.gov 919-810-1988 (office) Alexander Caldwell Alleghany Surry Avery Watauga Burke Wilkes Temporary County: Pamlico	Stacey Greer Stacey.Greer@dhhs.nc.gov 910-520-4790 (office) Bladen New Hanover Brunswick Onslow Columbus Pender Duplin Temporary County: Craven & Robeson	