



**North Carolina**  
**Department of Health and Human Services**  
**Division of Medical Assistance**  
**Recipient Services MEU**

801 Ruggles Drive—2501 Mail Service Center—Raleigh, N.C. 27699-2501  
(919) 855-4000

Michael F. Easley, Governor  
Dempsey Benton, Secretary

William W. Lawrence, Jr., M.D., Acting Director

February 20, 2008

Dear County Director of Social Services:

**Attention: Medicaid Supervisors**

The Division of Medical Assistance has decided to continue mailing one hard copy of Medicaid manual material, administrative letters, and change notices to counties. In May 2007, we sent you a survey regarding the necessity of mailing hard copies of manual material, administrative letters, or change notices to your offices.

The results of that survey indicated the majority of counties wanted at least one hard copy of documents mailed to them.

In addition, effective March 1, 2008, the PDF version will be highlighted in red so readers can easily identify changes. Black and white printed versions included in the hard copy mailed to the counties and the printed online PDF version of the manual material, will display changes in a lighter shaded text. Administrative Letters, Change Notices and forms will not be affected by this change.

If you have any questions regarding this information, please contact your Medicaid Program Representative. For those issues that are not able to be handled through that venue, Mrs. Angela Floyd, Assistant Director for Recipient and Provider Services, will be your point of contact and can be reached at (919) 855-4000.

Sincerely,

William W. Lawrence, Jr., M.D.