



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

**Recipient Services EIS**

1985 Umstead Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501  
Courier Number 56-20-06

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Gary Fuquay, Director  
919-857-4019

May 21, 2004

**Re: Inventory status of the DMA Handbooks**

Dear County Director of Social Services:

The purpose of this letter is to inform you of the inventory status of the DMA Handbooks, *A Consumer's Guide to North Carolina Medicaid Health Insurance Programs for the Aged, Blind, and Disabled*, *A Consumer's Guide to North Carolina Medicaid Health Insurance Programs for Families and Children*, and *A Consumer's Guide to Medicare Savings Programs Within North Carolina Medicaid*. We experienced problems preparing for print the Family and Children and the Medicare Savings handbooks. These handbooks will not be available until the end of June. This affects the county in several ways:

- The mailing of the Family and Children's handbook by the state office in May and June will be held until the order is received in June. This means that if the county approved a mail-in application in April or May, the applicant will probably not receive a handbook until July.
- The DMA-2188, Notice of Privacy Practices, will continue to be mailed to the mail-in applicants by the state as current procedure. DMA Administrative Letter No. 20-03, Addendum 1 addresses this mailing continuing until the supply of all older handbooks is depleted. "All older handbooks" includes supplies of both the ABD and the Family and Children handbooks. Therefore, the mailing will continue until the supply is only the newer version with the notice included.
- The county will not be able to order these handbooks until we receive the print order in June. We will inform the counties by terminal message when a supply is available.
- DMA Administrative Letter No. 20-03, Addendum 1 also stated that the county could use a handbook containing the HIPAA Notice of Privacy Practices instead of the DMA-2188 to give applicants applying in person. If the county does not have a handbook available to provide a face-to-face applicant the required Notice of Privacy Practices, give the applicant a DMA-2188. Order the DMA-2188 from the DMA mailroom or access on the web site at <http://www.dhhs.state.nc.us/dma/forms.html>.

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All of the handbooks on the web site, both English and Spanish, are updated and current.

The current inventory is:

*A Consumer's Guide to North Carolina Medicaid Health Insurance Programs for the Aged, Blind, and Disabled:* Plenty available. If the mailroom does not have them available when the order comes in, we can get some from the warehouse. Spanish: Plenty available.

*A Consumer's Guide to North Carolina Medicaid Health Insurance Programs for Families and Children:* None available. Spanish: Plenty available.

*A Consumer's Guide to Medicare Savings Programs Within North Carolina Medicaid:* None available. Spanish: Not printed in Spanish.

If you have any questions, please contact your Medicaid Program Representative or the Medicaid Eligibility Unit at 919-857-4019.

Gary H. Fuquay  
Director

(This was researched and written by Susan Ryan, Policy Consultant, Medicaid Eligibility Unit.)