



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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

October 17, 2011

**Re: Alien Emergency Service Reviews**

Dear County Director of Social Services:

Effective October 1, 2011, MAXIMUS is the new contractor for all alien emergency service reviews. MAXIMUS can receive the reviews either by mail, fax, or CD/ DVD. Please send all reviews to:

**MAXIMUS**  
Attn: Michele M. Kraynik RN, Esq.  
Project Director, State Appeals  
50 Square Drive, Suite 120  
Victor, NY 14564  
Fax number: 585-869-3355.

MAXIMUS has set up a dedicated fax line for North Carolina reviews. The fax line is directly linked to their computers using ACTIVEFAX. There is no limit as to how many pages can be received by fax. Procedures for electronic submission are being researched and developed. Information concerning electronic submission options will be provided as these are developed.

**Effective immediately**, alien emergency service reviews must be sent using the [DMA-5135](#), Dates of Emergency Services Requested for an Alien, as the cover letter to the address above. Reviews that a county may be holding, as well as any information requests on a DMA-5134, (formerly Figure 6) that are being held, should also be sent to the address listed above. These DMA forms were revised 5/2011 and can be found on the DMA website under Forms.

All reviews submitted for review to The Carolinas Center for Medical Excellence (CCME) but not completed by September 20, 2011, have been forwarded to MAXIMUS. MAXIMUS will review these cases and process as quickly as possible. MAXIMUS will also hold any hearings for denials that were completed by CCME.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director

CLG/skc



Addressee's Name:

Title:

Date

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