

NC Enrollment Broker DSS Support

DSS Leadership

- NC Medicaid Transformation Training
 - Training modules are available on the Learning Gateway
- County Liaison Specialist
 - Assigned to specific DSS office
 - NCEB point of contact
 - Support DSS Leadership
 - Assist with questions
 - Assist with training
 - Attend DSS meetings, if requested
 - Host or attend DSS outreach events
- County Liaison Supervisor
 - Manage the assigned County Liaison Specialist
 - Back up NCEB point of contact for assigned DSS office
 - Resolve any concerns/complaints regarding the County Liaison Specialist
- Outreach Materials
 - Printed materials, such as posters and palm cards, delivered to the DSS office
 - All other materials are available online
- DSS Support Line
 - Dedicated Call Center line to support all DSS staff
 - Assist with any questions related to NC Medicaid Managed Care or the Enrollment Broker
 - Phone: 1-833-870-5500; prompt 8
 - Hours of operation: Monday – Friday, 8:00 a.m. – 5:00 p.m.

NC Enrollment Broker DSS Support

DSS Front Line Staff

- NC Medicaid Transformation Training
 - Training modules are available on the Learning Gateway
- Outreach Materials
 - Printed materials, such as posters and palm cards, delivered to the DSS office
 - All other materials are available online
- DSS Support Line
 - Dedicated Call Center line to support all DSS staff
 - Assist with any questions related to NC Medicaid Managed Care or the Enrollment Broker
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