

DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF MEDICAL ASSISTANCE

ROY COOPER GOVERNOR MANDY COHEN, MD, MPH

SECRETARY

DAVE RICHARD

DEPUTY SECRETARY FOR MEDICAL ASSISTANCE

March 30, 2017

Re: Eligibility Services Move to Research Triangle Park (Research Commons)

Dear County Director of Social Services:

The Division of Medical Assistance (DMA) Eligibility Services section is now located at 79 T.W. Alexander Drive, Research Commons, Building 4301, Durham, NC 27709. Staff E-mail addresses remain the same. The Eligibility Services section includes Claims, Call Center, Business Support, Policy and Enrollment.

Business Support, Policy and Enrollment is in Building 430I.

- Eligibility Staff Main Number #: 919-813-5340
- Eligibility Fax #: 919-224-1070
- Courier #: MSC 17-80-03

The DMA Contact Center and Claims Analysis Unit is located at 79 T.W. Alexander Drive, Research Commons, Building 4201, Durham, NC 27709. Staff E-mail addresses remain the same.

Claims and Call Center is in Building 4201.

- Claims Analysis Toll Free #: 888-245-0179 (Listen carefully to the prompts)
- Claims Analysis Local #: 919-813-5580 (INTERNAL & DSS USE ONLY)
- Claims Analysis Fax #: 919-224-1070
- Contact Center Toll Free #: 888-245-0179 (remains the same)
- Contact Center Local #: 919-813-5550
- Contact Center Fax #: 919-224-1072
- Claims and Call Center Courier #: MSC 17-80-01

Surveyery,

Sanda Sulli

Dave Richard

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LOCATION: 1985 UMSTEAD DRIVE • Kirby BUILDING • RALEIGH, NC 27603
MAILING ADDRESS: 2501 MAILSERVICE CENTER • RALEIGH, NC 27699-2501
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER