



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 4301.

- 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**

Sincerely,

A handwritten signature in black ink that reads "Dave Richard".

Dave Richard