

# North Carolina Medicaid Special Bulletin



An Information Service of the  
Division of Medical Assistance

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**September 2015**

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**Attention:  
All Providers**

## **Title II Americans with Disabilities Act (ADA) and Section 504 Rehabilitation Act (RA)**

*Providers are responsible for informing their billing agency of information in this bulletin.  
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Federal law requires that all Medicaid providers in North Carolina must comply with the Americans with Disabilities Act (ADA) and Rehabilitation Act, which includes providing reasonable accommodations for people living with disabilities. Such accommodations may include providing individuals who are deaf, deaf-blind, or hard of hearing with auxiliary aids and services, such as sign language interpreters, to achieve effective communication.

The N.C. Department of Health and Human Services (NC DHHS) takes allegations of discrimination seriously, and accepts complaints from Medicaid participants who believe a provider discriminated on the basis of disability, including failure to provide auxiliary aids and services to a qualified individual with a disability. Violations of the ADA or the Rehabilitation Act could subject a Medicaid provider to sanctions, including but not limited to suspension and/or termination of the provider participation agreement.

A link to the NC DHHS ADA Grievance web page is provided below. A complaint form is attached to the end of the Grievance Procedure.

<https://www.ncdhhs.gov/about/departments-initiatives/ada-grievance-procedure>

Questions about ADA compliance may be directed to:

DHHS Compliance Attorney, M. Terry Hodges, Esq.  
Office of the Secretary  
101 Blair Drive  
Raleigh, N.C. 27603  
Telephone: 919-855-4800

**OR**

DHHS Special Advisor on the ADA, Jessica Keith  
Office of the Secretary  
101 Blair Drive  
Raleigh, NC 27603  
Telephone: 919-855-4800

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