



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

MELANIE BUSH • Interim Deputy Secretary, NC Medicaid

March 11, 2026

RE: Medicaid Operational Support Team Representative Temporary County Reassignments

Dear County Directors of Social Services:

NC Medicaid announces the new Associate Director of Policy/County Operations, Christine Coffey, effective March 9, 2026. Those counties that were previously assigned to her are being temporarily reassigned to other Medicaid Operation Support Team (OST) staff effective Monday, March 16, 2026.

The attached OST assignment list includes the temporary county assignments. OST will work together to resolve any outstanding questions or other issues currently underway. Counties will be notified as soon as the vacant OST position is filled. If you have any questions regarding this information, please contact Paula Taylor, Operational Support Team Manager at Paula.Taylor@dhhs.nc.gov.

Sincerely,
DocuSigned by:

Melanie Bush

Melanie Bush

Interim Deputy Secretary, NC Medicaid
Attachment (Medicaid OST List)

NC MEDICAID

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

LOCATION: 65 Moore Drive, Durham, NC 27709

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

MEDICAID OPERATIONAL SUPPORT TEAM			
<i>Effective 3/16/2026</i>			
<p>Afton Harvell Afton.Harvell@dhhs.nc.gov 984-269-2721 (office)</p> <p>Carteret Pamlico Craven Pitt Greene Sampson Johnston Wayne Jones</p> <p>Temporary Coverage: Chatham</p>	<p>Billy Henderson Billy.J.Henderson@dhhs.nc.gov 984-365-0887 (office)</p> <p>Bertie Hertford Chowan Lenoir Edgecombe Northampton Franklin Wilson Gates</p> <p>Temporary Coverage: Moore</p>	<p>Vacant</p> <p>Alamance Davidson Ashe Guilford Caswell Moore Chatham Rockingham</p> <p>These counties are temporarily covered by other OST shown on this list.</p>	<p>Christy Berrong christy.berrong@dhhs.nc.gov 919-740-2753 (office)</p> <p>Cherokee Henderson Clay Jackson Graham Macon Haywood Swain</p> <p>EBCI</p> <p>Temporary Coverage: Alamance</p>
<p>Courtney Wyke Courtney.Wyke@dhhs.nc.gov 919-210-2102 (office)</p> <p>Buncombe Lincoln Cabarrus McDowell Caldwell Rutherford Catawba Union</p> <p>Temporary Coverage: Ashe</p>	<p>Laura Stockwell laura.stockwell@dhhs.nc.gov 919-621-1159 (office)</p> <p>Cumberland Richmond Harnett Scotland Hoke Wake Lee</p>	<p>Letarsha Thomas Letarsha.Thomas@dhhs.nc.gov 919-632-1093 (office)</p> <p>Durham Orange Granville Person Halifax Vance Nash Warren</p> <p>Temporary Coverage: Rockingham</p>	<p>Pamela Smith pamela.smith@dhhs.nc.gov 919-740-0406 (office)</p> <p>Beaufort Martin Camden Pasquotank Currituck Perquimans Dare Tyrrell Hyde Washington</p> <p>Temporary Coverage: Guilford</p>
<p>Patricia Fields Patricia.Fields@dhhs.nc.gov 828-738-9911 (office)</p> <p>Avery Polk Burke Transylvania Cleveland Watauga Madison Yancey Mitchell</p>	<p>Paula Parker Paula.Parker@dhhs.nc.gov 919-280-4705 (office)</p> <p>Anson Montgomery Davie Randolph Gaston Stanly Mecklenburg Surry</p>	<p>Saundra Day saundra.day@dhhs.nc.gov 919-810-1988 (office)</p> <p>Alexander Rowan Alleghany Stokes Forsyth Wilkes Iredell Yadkin</p> <p>Temporary Coverage: Caswell</p>	<p>Stacey Greer Stacey.Greer@dhhs.nc.gov 910-520-4790 (office)</p> <p>Bladen New Hanover Brunswick Onslow Columbus Pender Duplin Robeson</p> <p>Temporary Coverage: Davidson</p>

***Bolded counties are Temporary Coverage