



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor
DEVPUTTA SANGVAI • Secretary
MELANIE BUSH • Deputy Secretary, NC Medicaid

May 28, 2026

RE: Medicaid staffing Information Request

Dear County Director of Social Services

The purpose of this letter is to request information regarding your county's current Medicaid staffing. NC Medicaid seeks to obtain the number of personnel responsible for processing Medicaid applications and recertifications.

A Microsoft Excel document accompanies this letter and should be used to record your county's information.

We respectfully request counties complete and return this by Friday, June 12, 2026, to Medicaid.OST.SpecialProjects@dhhs.nc.gov. When submitting your response, please ensure that both the email subject line and file name follow this format:
[County Name] Medicaid staffing Survey 2026
(Example **Alamance Medicaid Staffing Survey 2026**).

While this survey is intended to be completed by a Medicaid Program Director or Program Administrator, any county staff member with sufficient knowledge to answer the questions may do so.

NC Medicaid requests that all counties complete the attached survey, providing the number of full-time and contracted Medicaid staff by function. This information will allow NC Medicaid to gain insights beyond those collected through OST's regular surveys. Responses will be recorded and used to ensure the most accurate understanding of county staffing for Medicaid application and recertification processing.

The attached Excel document contains four tabs:

- **'Blank Survey Template' tab** – this is where you will input your county's staffing data.
 - Each county must fill in the first table, "Part 1 - Breakdown of Full Time Medicaid Staff". Part 1 includes Step 1 and Step 2 (rows 7-38).
 - Counties that use contracted workers must also fill in the second table, "Part 2 - Breakdown of Contracted Medicaid Staff". Part 2 includes Step 1 and Step 2 (rows 42-73).
- **'FAQ' tab** – Provides answers to common questions based on the staffing survey completed by counties last year.

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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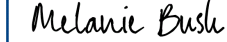
- **'Sample Survey 1' & 'Sample Survey 2'** tabs – these are examples of “completed” surveys to serve as a reference on how to properly fill in the 2 staffing tables

Please email your completed survey to Medicaid.OST.SpecialProjects@dhhs.nc.gov.

Questions or concerns can be sent to the same email address.

Sincerely,

DocuSigned by:



Melanie Bush

Deputy Secretary, NC Medicaid