



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

February 5, 2026

RE: DHB (NC Medicaid) Operational Support Team Representative County Reassignments

Dear County Director of Social Services:

NC Medicaid has made changes to the Operational Support Team (OST) county assignments. The revised assignment list is attached and is effective February 05, 2026. OST will collaborate to resolve any outstanding questions or other issues currently underway.

If you have questions regarding this information, contact Paula Taylor, OST Manager at Paula.Taylor@dhhs.nc.gov.

DocuSigned by:

Jay Ludlam

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Jay Ludlam

Deputy Secretary, NC Medicaid

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

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MEDICAID OPERATIONAL SUPPORT TEAM <i>Effective 2/5/2026</i>			
Afton Harvell Afton.Harvell@dhhs.nc.gov 984-269-2721 (office) Carteret Pamlico Craven Pitt Greene Sampson Johnston Wayne Jones	Billy Henderson Billy.J.Henderson@dhhs.nc.gov 984-365-0887 (office) Bertie Hertford Chowan Lenoir Edgecombe Northampton Franklin Wilson Gates	Christine Coffey Christine.Coffey@dhhs.nc.gov 336-940-3894 (office) Alamance Davidson Ashe Guilford Caswell Moore Chatham Rockingham	Christy Berrong christy.berrong@dhhs.nc.gov 919-740-2753 (office) Cherokee Henderson Clay Jackson Graham Macon Haywood Swain EBCI
Courtney Wyke Courtney.Wyke@dhhs.nc.gov 919-210-2102 (office) Buncombe Lincoln Cabarrus McDowell Caldwell Rutherford Catawba Union	Laura Stockwell laura.stockwell@dhhs.nc.gov 919-621-1159 (office) Cumberland Richmond Harnett Scotland Hoke Wake Lee	Letarsha Thomas Letarsha.Thomas@dhhs.nc.gov 919-632-1093 (office) Durham Orange Granville Person Halifax Vance Nash Warren	Pamela Smith pamela.smith@dhhs.nc.gov 919-740-0406 (office) Beaufort Martin Camden Pasquotank Currituck Perquimans Dare Tyrrell Hyde Washington
Patricia Fields Patricia.Fields@dhhs.nc.gov 828-738-9911 (office) Avery Polk Burke Transylvania Cleveland Watauga Madison Yancey Mitchell	Paula Parker Paula.Parker@dhhs.nc.gov 919-280-4705 (office) Anson Montgomery Davie Randolph Gaston Stanly Mecklenburg Surry	Saundra Day saundra.day@dhhs.nc.gov 919-810-1988 (office) Alexander Rowan Alleghany Stokes Forsyth Wilkes Iredell Yadkin	Stacey Greer Stacey.Greer@dhhs.nc.gov 910-520-4790 (office) Bladen New Hanover Brunswick Onslow Columbus Pender Duplin Robeson