



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](mailto:Paula.Taylor@dhhs.nc.gov).

DocuSigned by:

  
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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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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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