



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

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

April 17, 2026

RE: NC Medicaid Operational Support Team Representative County Reassignments

Dear County Directors of Social Services:

NC Medicaid has made changes to the Operational Support Team (OST) county assignments. The revised OST county assignment list is attached and is effective April 20, 2026. OST will collaborate to resolve any outstanding questions or other issues currently underway.

If you have questions regarding this material, contact your Medicaid OST representative.

Sincerely,

DocuSigned by:

Melanie Bush

Melanie Bush
Interim Deputy Secretary
NC Medicaid

NC MEDICAID

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

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Medicaid Operation Support Team

Effective 04/20/2026

<p>Afton Harvel 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 & Alexander</p>	<p>Billy Henderson BillyJ.Henderson@dhhs.nc.gov 984-365-0887 (office)</p> <p>Bertie Hertford Chowan Lenoir Edgecombe Northampton Franklin Wilson Gates</p> <p>Temporary Coverage: Moore & Stokes</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 the list</p>	<p>Christy Berrong Christy.berrong@dhhs.nc.gov 919-740-2753 (office)</p> <p>Cherokee Henderson Clay Jackson Graham Macon Haywood Swain EBCI</p> <p>Temporary Coverage: Alamance & Iredell</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 & Forsyth</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 & Yadkin</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>Temporary Coverage: Alleghany & Wilkes</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>Temporary Coverage: Rowan</p>	<p>Vacant</p> <p>Alexander Rowan Alleghany Stokes Forsyth Wilkes Iredell Yadkin</p> <p>These counties are temporarily covered by other OST shown on the list</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 & Caswell</p>

*****Bolded Counties are Temporary Coverage**