



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

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

MELANIE BUSH • Deputy Secretary, NC Medicaid

September 18, 2026

RE: NC Medicaid Operational Support Team Representative County Reassignments

Dear County Directors of Social Services:

NC Medicaid announces three new Operational Support Team (OST) members: Lyn Saunders, Melissa Martin and Autumn Johnson. The attached OST assignment list is effective October 1, 2026. OST members will work collaboratively to address outstanding questions and resolve any ongoing issues.

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

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Melanie Bush

Deputy Secretary, NC Medicaid

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 10/1/2026

Afton Harvell afton.harvell@dhhs.nc.gov 984-269-2721 (office) Carteret Onslow Craven Pamlico Cumberland Sampson Greene	Autumn Johnson autumn.m.johnson@dhhs.nc.gov 336-467-0515 (office) Caswell Surry Davie Wilkes Forsyth Yadkin Stokes	Billy Henderson billy.j.henderson@dhhs.nc.gov 984-365-0887 (office) Bertie Harnett Edgecombe Hertford Franklin Wilson Guilford
Christy Berrong christy.berrong@dhhs.nc.gov 919-740-2753 (office) Cherokee Jackson Clay Macon Graham Swain Haywood Transylvania Henderson EBCI	Courtney Wyke courtney.wyke@dhhs.nc.gov 919-210-2102 (office) Alexander Iredell Buncombe Rockingham Catawba Rutherford Davidson	Laura Stockwell laura.stockwell@dhhs.nc.gov 919-621-1159 (office) Alamance Person Chatham Randolph Lee Wake Orange
Letarsha Thomas letarsha.thomas@dhhs.nc.gov 919-632-1093 (office) Durham Nash Granville Vance Halifax Warren Johnston	Lyn Saunders lyn.saunders@dhhs.nc.gov 984-284-4946 (office) Camden Northampton Chowan Pasquotank Currituck Perquimans Gates Pitt Martin	Melissa A Martin melissa.a.martin1@dhhs.nc.gov 252-326-0293 (office) Beaufort Lenoir Dare Tyrrell Hyde Washington Jones Wayne
Pamela Smith pamela.smith@dhhs.nc.gov 919-740-0406 (office) Anson Moore Cabarrus Richmond Hoke Scotland Lincoln Union Montgomery	Patricia Fields patricia.fields@dhhs.nc.gov 919-632-1093 (office) Alleghany Madison Ashe Mitchell Avery Watauga Burke Yancey Caldwell	Paula Parker paula.parker@dhhs.nc.gov 919-280-4705 (office) Cleveland Polk Gaston Rowan McDowell Stanly Mecklenburg
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