



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

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

MELANIE BUSH • Deputy Secretary, NC Medicaid

October 8, 2026

RE: NCDHHS Policies and Manuals Website

Dear County Directors of Social Services:

On April 24, 2024, the Federal Register published the Department of Justice's (DOJ) final rule: [Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities](#). This updated the regulations for Title II of the Americans with Disabilities Act (ADA). The final rule has specific requirements about how to ensure the web content and mobile applications (apps) are accessible to people with disabilities. North Carolina must comply with the final rule by April 26, 2027.

The [NCDHHS Policies and Manuals Website](#) is managed by the NCDHHS Information Technology Division. The Division of Health/Member Operations Department is responsible for publishing all documents to the Health Benefits/NC Medicaid website, including policies, change notices, administrative letters, and forms. This includes both obsolete and archived documents. Obsolete documents are no longer current, valid, or approved for use. Archived documents, while no longer actively used, are retained for long-term storage and reference.

The department is currently updating these documents to comply with ADA requirements. As a result, some forms may look different or contain additional pages due to required font styles and sizes. However, the information on the forms has not changed.

The department is working to minimize additional pages and reduce unnecessary interactive elements in the forms. Local agencies will continue to receive notifications through the listserv whenever a policy, administrative letter, or form is revised with updated information.

If you have questions regarding this letter, contact your Medicaid Operational Support Team (OST) Representative.

Sincerely,

DocuSigned by:

A stylized signature of Melanie Bush in black ink.

B8DC650BFB454DA...

Melanie Bush
Deputy Secretary, NC Medicaid

NC MEDICAID

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