



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

MICHAEL LEIGHS • Deputy Secretary, Opportunity & Well-Being

October 10, 2025

RE: New NCEB Support Line for County Social Workers – CFSP Foster Care Enrollment

Dear County Department of Social Services Directors:

In preparation for the launch of Children and Families Specialty Plan (CFSP) in December, the North Carolina Enrollment Broker is opening a temporary, dedicated support line specifically for Social Workers. This service is designed to provide one-on-one support for multiple foster care cases at once, without being required to contact the main enrollment call-center line.

October 13, 2025, until December 31, 2025, Social Workers will have two options for receiving assistance:

- **DSS Support Line for Social Workers**
 - **Phone Number:** 1-833-839-6915
 - **Availability:** Monday – Friday, 7:00am – 7:00pm.
 - **Purpose:** To assist Social Workers with foster care-related questions, choice counseling, and Managed Care enrollment for children in foster care.
 - **DSS Support Line:** for Social Workers only regarding CFSP
- **Call Back Request Form (via Smartsheet)**
 - **Availability:** Monday – Friday, 7:00am – 7:00pm
 - Last call back offered is 6:30pm
 - If unable to be reached, the callback request will be closed.
 - **Flexibility:** Social Workers can request a preferred call back time, and every effort will be made to call at or around that time. Up to three callback attempts will be made.
 - **Form Link:**
[Social Worker Callback Request](#)

Social Workers will need the following information to verify case specific details:

- Member's first and last name (required)
- Member Medicaid ID number
- Member's Social Security Number (required if no Medicaid ID)
- Member's Date of Birth (required)
- Social Worker's first and last name (must be listed as the Authorized Representative: DSS County Office name alone will not be accepted)

NC MEDICAID

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

LOCATION: 1915 Health Services Way, Raleigh NC 27607

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

www.ncdhhs.gov • TEL: 919-855-4100 • FAX: 919-733-6608

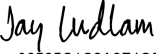
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Newborns:
 - Newborn's Medicaid ID (required)
 - Newborn's SSN (optional, if available)
 - Newborn's first and last name (required)
 - Newborn's date of birth (required)

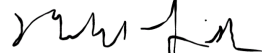
We understand the important role Social Workers play in supporting children and families, and we want to ensure you have direct access to the tools and resources needed during this transition. Our team is committed to making this process as smooth as possible and to being a reliable partner in your work.

Thank you for your dedication to North Carolina's children and families, we look forward to supporting you during the CFSP launch.

Sincerely,

DocuSigned by:

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Jay Ludlam
Deputy Secretary, NC Medicaid

DocuSigned by:

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Michael Leighs
Deputy Secretary, Opportunity and Well Being