



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

**JOSH STEIN** • Governor

**DEVDUTTA SANGVAI** • Secretary

**MELANIE BUSH** • Interim Deputy Secretary, NC Medicaid

July 1, 2026

**RE: Reminder for Phone Access and Language Line**

Dear County Directors of Social Services:

NC Medicaid would like to remind you of the requirement for all local agencies to ensure their telephone systems are in compliance with federal law.

In an effort to meet the standards required for local agencies, and to comply with the Franklin v. Sangvai settlement agreement, it is critical that beneficiaries have to contact the local agencies by telephone as outlined in the following Director of Social Services Letters issued on the dates below.

- November 13, 2023, [After Hours Voicemail Capabilities](#). Requires counties to ensure beneficiaries can leave a voicemail message and the right to have the message returned within five days.
- March 28, 2023, [Department of Social Services Voicemail Requirements](#)
- March 1, 2023, [Recertification Process and Report of Changes in Circumstances by Telephone](#)

All beneficiaries should have telephone access that meets the following criteria:

- The option to leave a voicemail
- The right to receive a return call within five business days

All local agencies must make sure their phone systems meet these requirements. If local agencies are currently out of compliance, they must take corrective action to ensure they are compliant. This is to ensure beneficiaries have continuous telephone access 24 hours a day, 7 days a week.

Local agencies should have a minimum of a four-way call capability to meet the language needs of the beneficiaries. If this method of communication is unavailable to the local agency, contracted interpreter vendors can be used. If the contracted interpreter vendor is unable to accommodate the requirement, the State has contracted with The Language Line. The organization meets the requirements and can be used for the purpose of communication with beneficiaries.

If you have any questions regarding this information, contact your Medicaid Operational Support Team representative.

Sincerely,

*Melanie Bush*

Melanie Bush

Deputy Secretary, North Carolina Medicaid

**NC MEDICAID**

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

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