



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

ROY COOPER • Governor  
KODY H. KINSLEY • Secretary  
JAY LUDLAM • Deputy Secretary, NC Medicaid

February 20, 2023

Re: Required Caseworker Recertification Training Sessions

Dear County Director of Social Services:

The purpose of this letter is to advise counties that the Division of Health Benefits (DHB) is providing training for all caseworkers who determine Medicaid eligibility. The training will include basic reminders for completing recertifications as well as new information for completing recertifications during the Continuous Coverage Unwinding (CCU) period that begins April 1, 2023. The training will also include policy and procedure updates/changes required due to the Franklin v. Kinsley (formerly known as Hawkins v. Cohen) settlement agreement.

All Medicaid staff/supervisors who determine eligibility for Medicaid are **required** to attend **one** of the following sessions. Each session will be three hours with a break mid-session. It is imperative that counties are signed into the training no later than 5 minutes prior to the start time as training will begin promptly. For counties who elect to participate in group settings rather than individual sign in, verification of staff attendance must be provided within 2 workdays following each session to [Medicaid.WebinarTraining@dhhs.nc.gov](mailto:Medicaid.WebinarTraining@dhhs.nc.gov).

**3/8 1:00pm-4:00 pm - [Click Here](#)**

**3/14 1:00pm-4:00 pm - [Click Here](#)**

**3/16 9:00am-12:00pm - [Click Here](#)**

**3/21 1:00pm-4:00pm - [Click Here](#)**

**Note:** It is recommended that county staff join this training from the **Microsoft Teams App** if possible, rather than from a browser.

If you have any questions regarding this information, please send them to [Medicaid.WebinarTraining@dhhs.nc.gov](mailto:Medicaid.WebinarTraining@dhhs.nc.gov).

Sincerely,

DocuSigned by:

*Jay Ludlam*  
Jay Ludlam

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Deputy Secretary, NC Medicaid

**NC MEDICAID**

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

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