



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

February 12, 2026

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS

SUBJECT: SUBMITTING CFSP MEDICAID HELP CENTER TICKETS

REQUIRED ACTION: Information Only Time Sensitive Immediate

Continued partnership between NCDHHS, Healthy Blue Care Together (HBCT), and county DSS offices is critical to the success of Children and Families Specialty Plan (CFSP). The NC Medicaid Help Center channel is designed to support counties when issues can't be resolved at the county level or with HBCT and require state-level coordination or rapid intervention.

The Medicaid.countyescalations@dhhs.nc.gov is a secure mailbox that is a dedicated channel for County DSS Directors, Deputy/Assistant Directors and Child Welfare Program managers to elevate urgent, time sensitive, or high-impact issues to NCDHHS for prompt attention. Escalating an issue through the Medicaid.countyescalations@dhhs.nc.gov email will create a ticket in the NC Medicaid Help Center. County leadership should use the escalation mailbox for issues that:

- Pose immediate risk to beneficiaries. Examples include:
 - Imminent loss of Medicaid coverage for a medically fragile individual
 - Urgent eligibility or enrollment barriers impacting access to critical services
 - Child Welfare cases where a Medicaid barrier delays placement, treatment, or safety planning
- Require rapid DHHS intervention. Examples include:
 - System issues preventing case actions
 - Data mismatches that cannot be resolved through normal help channels
- Have been attempted through standard channels but remain unresolved. Before escalating, counties should first attempt, as applicable:
 - Outreach to the CFSP – HealthyBlue Care Together (HBCT)

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

LOCATION: 1915 Health Services Way, Raleigh NC 27607

MAILING ADDRESS: 2408 Mail Service Center

Raleigh, NC 27699-2410

www.ncdhhs.gov • Main Tel. 919-527-6340

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Outreach to Medicaid OST for Medicaid operations support
- Outreach to DSS Regional Specialists for Child Welfare support.

When submitting a ticket, include:

- The youth's Medicaid ID (MID)
- Provider name and location (if applicable)
- County POC contact information (name, phone, email)
- Summary of Issue
- Any actions taken to resolve the issue before escalating

For questions, please contact Larissa Spell-Berger (larissa.spell-berger@dhhs.nc.gov).

Sincerely,



Heather McAllister, MSW, LCSW, LCAS, CBIS
Section Chief for Child and Family Services
Division of Social Services, Child Welfare
North Carolina Department of Health and
Human Services

Cc: Lisa T. Cauley, Division Director, Human Services, Child, Family, and Adult Regional Support
Donna Fayko, Deputy Director for Child Welfare Operations
Adrian W. Daye, Deputy Director for Child Welfare Practice
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety
Meredith Houchins, Interim Section Chief for County Operations

CWS-11-2026

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

LOCATION: 1915 Health Services Way, Raleigh NC 27607

MAILING ADDRESS: 2408 Mail Service Center

Raleigh, NC 27699-2410

www.ncdhhs.gov • Main Tel. 919-527-6340

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER