

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

October 17, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, COUNTY NCID ADMINISTRATORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS

SUBJECT: CHILDREN AND FAMILIES SPECIALTY PLAN (CFSP) – NC CAREPOINTS CONNECT ACCESS REQUIREMENTS

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

The Children and Families Specialty Plan (CFSP) will go live on December 1, 2025. In order to facilitate DSS Staff cross collaboration with HealthyBlue Care Together, DSS staff will be given access to **NC CarePoints Connect (CPC)**, **HealthyBlue Care Together's Care Management Platform**.

DSS will access NC CarePoints Connect, via a Single Sign on with their NCID. Local County NCID Administrators will need to add all applicable DSS Staff to the "DHHS-NCCPC-Users" NCID group. This will provision access into the platform.

ACTION: Please reply back to Medicaid.PopHealth.CFSP@dhhs.nc.gov with your list of County NCID Administrators and their backups by **October 29, 2025**.

Next Steps:

To facilitate access provisioning:

1. DHB requests the list of all County NCID Administrators and their backups.
2. Once the list is received, DHB will grant County NCID Administrators and their backups the ability to add users to the NCID group.
3. Then all County NCID Administrators and their backups will receive the delegated ability to add users to the NCID Group.
4. County NCID Administrators and/or their backups should add all applicable DSS users to the group by **October 29, 2025**.

Please see the table below for additional details on roles and responsibilities.

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

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Role	Owner	Responsibilities
NCID Group Administrator	DHB NCID Admin	- Promote primary and backup county NCID administrators, enabling them to add/remove users from “NC CPC” NCID Group - Maintain a list of county NCID administrators. Add/remove county NCID administrators as positions change
Delegated NCID Group Administrator	Primary & Backup DSS County NCID Administrator	- Add all active Users to NCID Group by October 29, 2025 - Add NC CPC users to the NCID Group. This should include both child welfare workers and directors - Remove NC CPC users from the NCID Group as user leaves county, DSS, or DHHS. - As new child welfare staff are onboarded, ensure they are added to the NCID Group, if necessary, as part of your new hire enablement process.
NC CPC Users	DSS Child Welfare Workers Regional DSS Directors	- Log in to NC CPC through NCID - Use NC CPC to access healthcare related information for children on their caseload

Thank you for your continued support and efforts to prepare for CFSP. For questions regarding this request, please contact Medicaid.PopHealth.CFSP@dhhs.nc.gov or Madhuram.patel_acn@dhhs.nc.gov, Population Health CFSP Lead.

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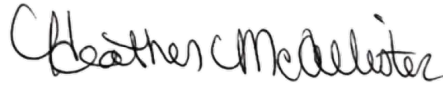
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Sincerely,



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 Tucker 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
William "Ben" Rose, Lead Regional Director
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety
Meredith Houchins, Interim Section Chief for County Operations

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