
For more information: Call 984-884-1093 or email the Medicaid Communication Access Coordinator at DSDHH.Medicaid.CommAccess@dhhs.nc.gov.

### NC Division of Services for the Deaf and Hard of Hearing Regional Centers

**Asheville Regional Center**
- Voice: 828-665-8733
- VP: 828-333-5830

**Greensboro Regional Center**
- Voice: 336-273-9692
- VP: 336-429-5644

**Raleigh Regional Center**
- Voice: 919-859-8526
- VP: 919-890-0858

**Wilson Regional Center**
- Voice: 252-243-3104
- VP: 252-674-1141

**Charlotte Regional Center**
- Voice: 704-568-8558
- VP: 704-918-1554

**Morganton Regional Center**
- Voice: 828-430-7185
- VP: 828-475-6606

**Wilmington Regional Center**
- Voice: 910-251-5702
- VP: 910-777-5770

**Administrative Office**
- Voice: 800-851-6099
- VP: 919-890-0859
Overview

• **Communication access services assistance** for Medicaid patients and companions.

• **No cost training** available on effective communication.

• **Provider must register** with DSDHH for reimbursement of communication access services.

• **Services reimbursed** up to specific amount. Remaining balance is absorbed by the healthcare provider.

[QR Code: NC Medicaid Communication Access Services - in ASL](https://youtu.be/3Nab9A2XZAs)

Examples of Services Covered

- Doctor appointments
- Eye exams
- Dental exams
- Mental and Behavioral Health
- Urgent care
- Audiology
- Occupational therapy
- Speech therapy
- Physical therapy
- Adult care
- Hospice care

*Hospital stays, day surgery and emergency room are NOT covered.

Email [DSDHH.Medicaid.CommAccess@dhhs.nc.gov](mailto:DSDHH.Medicaid.CommAccess@dhhs.nc.gov) for questions about specific services covered by this initiative.

Communication Access Services Reimbursed

- **American Sign Language (ASL) interpreters**, including Deaf team interpreting when applicable
- **Tactile or close vision sign language interpreters**
- **Cued language transliteration**
- **Communication Access Real-time Translation (CART)**
- **Personal amplification listening devices (ALDs)**
- **Service can take place either on-site or remote**

Support Service Providers (SSP)

- **Trained professionals** who guide a person who is DeafBlind.
- **May provide transportation services** for a person who is DeafBlind.
- **Does NOT replace ASL interpreters.**
- **Paid directly by DSDHH with NC Medicaid funds** for covered healthcare appointments.
- **Contact your local Regional Center** to schedule SSP for qualified healthcare appointments.