
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.

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.

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.

Email DSDHH.Medicaid.CommAccess@dhhs.nc.gov for questions about specific services covered by this initiative.