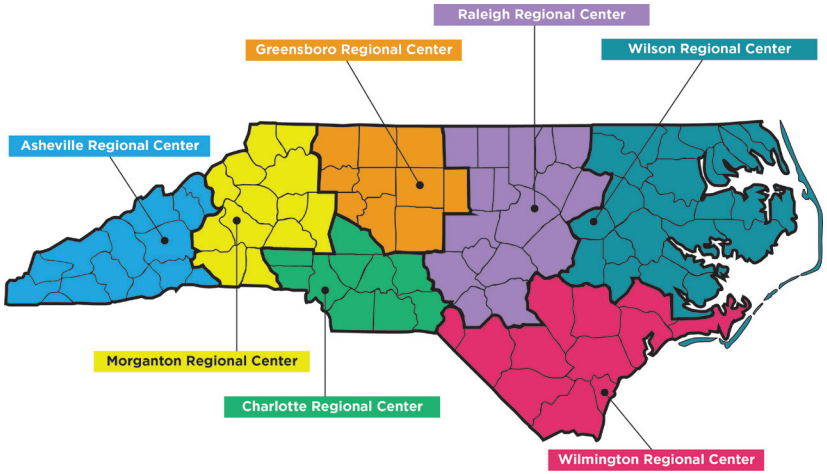
Medicaid provider registration form:
www.surveymonkey.com/r/CommAccessReimbursement

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

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Services for the Deaf and Hard of Hearing
Division of Health Benefits (NC Medicaid)
www.ncdhhs.gov
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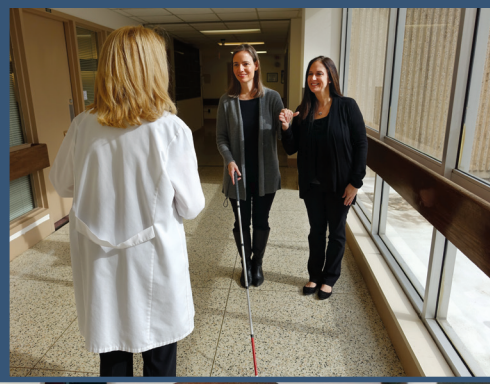
Medicaid Communication Access Services



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Services for the Deaf and Hard of Hearing
Division of Health Benefits (NC Medicaid)

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.

Email 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.