

One issue our Association has been working on in the recent past was to ask the NC Department of Health and Human Services to consider hiring a person to act as a liaison to assist providers when there are problems with PCS billing or SA eligibility and payment related issues.

As a result, the Division of Aging and Adult Services (DAAS) recently announced they have hired Ms. Vivian Boyd in a temporary position to assist providers with issues related to State/County Special Assistance (SA) processing problems within County DSS's, NC FAST, and NC TRACKS. Please note, providers should still contact the SA County Income Maintenance Staff as a first level attempt to resolve any issues involving SA and basic SA eligibility questions should also be directed to your county DSS staff.

Vivian will be the point of contact for adult care home providers for:

- PCS billing issues related SA Medicaid cases
- SA payments which are incorrect or terminated for unknown reasons
- Other SA cases related to Medicaid and SA eligibility

Providers should direct their questions to the following email address: SAProviders@dhhs.nc.gov

The DAAS believes (and we agree!) the addition of Ms. Boyd will be a helpful resource for providers, staff and ultimately, the residents we serve.