



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 26, 2021

Dear County Directors of Social Services

Attention: Food and Nutrition Services Programs Administrators, Managers and Supervisors

Subject: North Carolina At-Home Testing Program

Priority: Information Only

North Carolina Department of Health and Human Services (NCDHHS), in partnership with LabCorp, is piloting a program to provide 35,000 no-cost, at-home testing kits to underprivileged and/or disabled North Carolinians experiencing financial barriers to getting tested.

The program's initial pilot is designed to provide testing resources to FNS recipients who may have difficulty accessing existing state-funded testing sites and resources. NCDHHS is partnering with Food and Nutrition Services (FNS) to distribute at-home testing information and ensure that FNS recipients have the information and support they need.

The Pixel by LabCorp COVID-19 at-home testing kit is a molecular test that detects the presence or absence of the SARS-CoV-2 virus that causes COVID-19. Starting on March 25, 2021, FNS recipients will be able to order Pixel by LabCorp at-home testing kits to be shipped overnight directly to their homes. The test kits include test supplies (nasal swab, sample container, etc.), detailed instructions and prepaid specimen return shipping materials. Results are typically reported back to the individual within 48-72 hours from the time the specimen is received at the lab.

There are no actions required by the local Department of Social Services as this program is administered by LabCorp. We have attached a copy of the press release, Frequently Asked Questions, and Call Center Script for your information.

FNS recipients with questions and concerns should be directed to the website at www.pixel.labcorp.com/NorthCarolina or the Pixel's dedicated support line at (800) 833-3935.

Sincerely,

Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services

CLW/rc

Attachments (2)

Press Release

NC DHHS At-Home Call Center Script

EFS-FNSEP-33-2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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