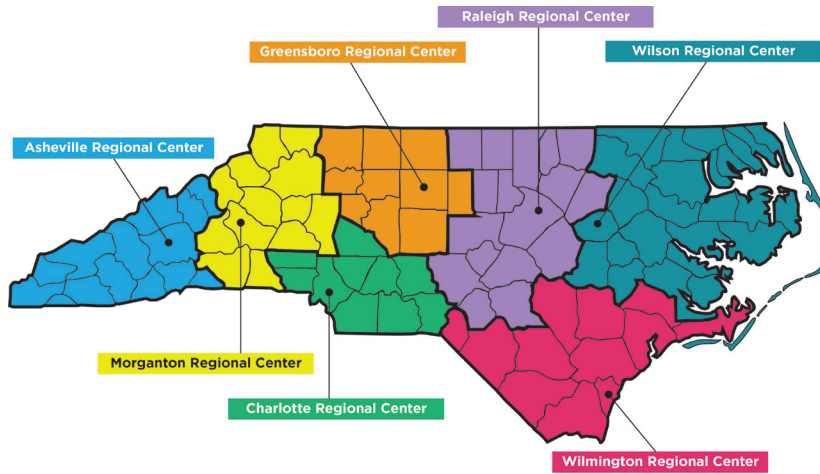




Medicaid provider registration form:  
[www.surveymonkey.com/r/CommAccessReimbursement](http://www.surveymonkey.com/r/CommAccessReimbursement)

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



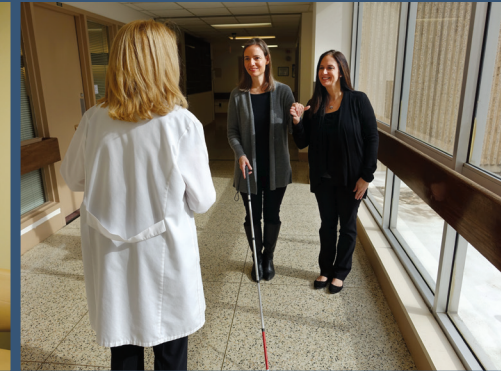
NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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

[www.ncdhhs.gov](http://www.ncdhhs.gov)

NC DHHS is an equal opportunity employer and provider. • 5/21

# 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](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.

