



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Services for the
Deaf and Hard of Hearing

Medicaid Communication Access Services

You can't have health equity without communication equity

- Supported through Medicaid funding and administered by DSDHH.
- Improve communication access in healthcare settings for people who are Deaf, Hard of Hearing or DeafBlind.
- Healthcare providers must [register](#) with DSDHH.
- Healthcare provider can be reimbursed when providing Communication Access to Medicaid beneficiaries.



SERVICES COVERED INCLUDE:

- Doctor appointments • Occupational therapy
- Eye exams • Speech therapy • Dental exams
- Physical therapy • Mental and Behavioral Health
 - Adult care • Urgent care
 - Hospice care • Audiology

COMMUNICATION ACCESS SERVICES REIMBURSED

- American Sign Language (ASL) interpreters
 - 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

Providers register for reimbursement at:

<https://www.surveymonkey.com/r/CommAccessReimbursement>

RESOURCES

September 2023 Webinar: State Funded Service to Improve Communication Access with Deaf, Hard of Hearing, and DeafBlind [Slides](#) | [Recording](#)

FAQs Document: NC Medicaid/DSDHH Communication Access Pilot Initiative [Frequently Asked Questions for Providers](#)

FOR MORE INFORMATION

Email: DSDHH.Medicaid.CommAccess@dhhs.nc.gov

David Litman, *Medicaid Communication Access Coordinator*

David.Litman@dhhs.nc.gov

Phone: (984) 884-1093

[Medicaid Communication Access Service Webpage Division of Services for the Deaf and Hard of Hearing](#)

