Navigating the DHHS Policies and Manuals Website

NC Department of Health and Human Services

DHHS Office of Communications

Aug. 1, 2019
On Aug. 1, 2019, the NC Department of Health and Human Services launched a new website (https://policies.ncdhhs.gov/) for departmental and divisional policies, manuals and forms. This website offers better search capabilities, improved content organization and an updated design. Here are some tips to help navigate the site.
Departmental Forms, Manuals and More

For Policies, Forms and Secretarial Directives that impact all of DHHS, click the Departmental button on the homepage.
Departmental Forms, Manuals and More

You will be redirected to a page where you may select Policies/Manuals, Secretarial Directives or Forms.
Departmental Policies and Manuals

The Policies/Manuals link will take you to a page where you may select a program to view its policies or, if applicable, its manuals. Remember: A Manual is a collection of Policies.
Departmental Secretarial Directives

Secretarial Directives are organized by Organization, Delegations and Departmental Issues.
The Forms section under Departmental contains all Forms that relate to DHHS as a whole. These include many Human Resources forms for DHHS employees, and forms issued by the Office of Budget and Analysis and Office of the Controller.
If you need Forms, Policies, Change Notices or Administrative Letters that pertain to a certain Division, please click the Divisional button. You may also hover over the button and get a menu listing the Divisions.
Click the name of the Division to get to its Forms, Policies, Change Notices or Administrative Letters.
Under Health Benefits/Medicaid, Policies. Administrative Letters and Change Notices are listed by Program. Click one of the program names to get to the content you need.
Administrative Letters and Change Notices

This content is organized by year. Click a year to show all Letters or Notices issued during that year.
Administrative Letters and Change Notices

2019

Family and Children's Medicaid 2019 Administrative Letters

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<th>NUMBER</th>
<th>SUBJECT</th>
<th>EFFECTIVE DATE</th>
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<td>05-19</td>
<td>Spousal Impoverishment Standards</td>
<td>July 1, 2019</td>
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<td>04-19</td>
<td>Medicaid Verification Reports</td>
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<td>01-19</td>
<td>Extension Of Eligibility At Recertification</td>
<td>February 8, 2019</td>
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Click on the Letter you want to view it as a .pdf document.
Like Medicaid, Policies, Administrative Letters and Change Notices for the Division of Social Services are arranged by Division.
Here you will find links to the Policies, Administrative Letters and Change Notices for Child Welfare Services.
Divisional - Others

Other Divisions, such as Services for the Blind, with less content than Medicaid or DSS, have grouped all their Policies and Manuals together.
Search

The new Policies and Manuals website includes more robust search capabilities to help you more easily find what you need. The search bar is located at the top right of the page.
For example, searching on “Haywood Gym” would bring up all Policies and Forms regarding the gym. You can also click the “only in current section” box to search within a specific section of the website.
Questions?

We hope you find the new Policies and Manuals website informative and easy to use. If you have technical questions about the site and how it works, please email the DHHS Web Team at webservices@dhhs.nc.gov.