



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Facility and Community Care**

1985 Umstead Drive - 2501 Mail Service Center - Raleigh, N.C. 27699-2501

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical Assistance

August 19, 2005

Charles Haynes  
26 Harbor Park Drive  
Port Washington, NY 11050

Dear Mr. Haynes:

**Subject: Approval of Santrax Telephony system**

The NC Division of Medical Assistance has reviewed your request and supporting documentation for the Santrax Telephony system. Based on the information submitted we have determined the Santrax system meets the current minimum recordkeeping requirements for the Personal Care Services program and similar in-home aide services. We are extending an approval for the use of Santrax telephony systems in the NC DMA Personal Care Services program effective 5/2/05.

Telephony systems are under review with the current Personal Care Services policy restructuring. The Santrax system has been evaluated considering the proposed criteria and it meets the system requirements. We anticipate the release of the policy which includes the criteria in November of 2005.

Thank you for your request. Please contact the NC Division of Medical Assistance, Facility and Community Care Section, at (919) 855-4360 if you need additional information or have edits and updates to your system.

Sincerely,

A handwritten signature in cursive script that reads "Tracy C. Colvard".

Tracy C. Colvard

PCS/PCS-Plus Manager