



Medical Services
(701) 328-2321
Toll Free 1-800-755-2604
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ND Relay TTY 1-800-366-6888
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Jack Dalrymple, Governor
Carol K. Olson, Executive Director

October 4, 2011

Dear Medicaid Provider:

This letter is regarding North Dakota Medicaid's Disease Management program, *ExperienceHealthND*. This program is a voluntary program providing additional nurse case management services (in the form of education materials, telephone and face-to-face visits, care coordination services, and a 24/7 telephone health information line) for those with Asthma, Diabetes, Congestive Heart Failure (CHF), or Chronic Obstructive Pulmonary Disease (COPD).

Effective October 1, 2011, North Dakota Medicaid will begin transitioning the disease management program to a *Health Management* program. The *Health Management* program will make available the opportunity for physicians, nurse practitioners, clinics, and health teams to offer health management services to Medicaid recipients.

During this process Medicaid recipients will have the option to either:

- (1) continue to receive services through *ExperienceHealthND*, or
- (2) access health management services through their local primary care provider/clinic if the provider/clinic participates in the Health Management program.

We are encouraging Medicaid recipients to continue to maintain their relationship with their primary care provider and to contact his/her office should they have any concerns in relation to their medical condition.

The transition of this program does **not** affect Medicaid benefits. The program is voluntary and Medicaid recipients may disenroll at anytime by contacting their *Health Management* coordinator.

We thank you for your cooperation and referrals to the program.

More information on the *Health Management* program, including provider enrollment, standards, and criteria will be available soon on the Department's website located at:

<http://www.nd.gov/dhs/services/medicalserv/medicaid/managedcare.html>.

If you have additional questions, I may be contacted at (701) 328-3598, or toll-free at 1-800-755-2604.

Sincerely,

A handwritten signature in black ink, appearing to read "Tania Hellman", with a long, sweeping underline.

Tania Hellman, Administrator
Managed Care Programs

TH/kam