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Jack Dalrymple, Governor  
Maggie D. Anderson, Executive Director

July 20, 2015

Dear North Dakota Medicaid Provider:

The ND Department of Human Services (Department) is pleased to announce the scheduled Go-Live date for the new ND Medicaid claims processing system on October 5, 2015. The new system is “ND Health Enterprise MMIS.” As many of you know, the Department has worked on this project for many years and we have experienced several delays because the vendor's core system was not ready. We are optimistic as we move toward the October 5, 2015, scheduled go live date; however, it is important for you to know that the Department will carefully review system functionality to ensure we are confident ND Health Enterprise MMIS can support claims payment before we make the final decision to cutover to the new system. ND Health Enterprise MMIS will process Medicaid claims, service authorizations, and other claims-related transactions, and issue claims payments. To distinguish between the current and the new claims processing systems, we will refer to the current system as the “ND Legacy MMIS.”

The primary purpose of this letter is to provide you information regarding:

- Transition steps to move from ND Legacy MMIS to ND Health Enterprise MMIS;
- Key dates of the MMIS transition so that you can plan for this change; and
- Actions you need to take in preparation for the transition.

The ND Legacy MMIS, designed and installed more than 35 years ago, will be retired upon implementation of ND Health Enterprise MMIS. The Department is working to ensure a positive transition with minimal impact to ND Medicaid Program stakeholders (Providers, Trading Partners, and Members). Your historical data from ND Legacy MMIS is being converted and transferred to ND Health Enterprise MMIS and will be available on the implementation date. The steps the Department must take to retire ND Legacy MMIS and convert to ND Health Enterprise MMIS will involve you, as there are steps currently enrolled Providers must take to prepare for the shutdown of ND Legacy MMIS and implementation of ND Health Enterprise MMIS.

### Preparing for Final ND Legacy MMIS Activities

An interim period (the Transition Period) will be required during which Providers will no longer be able to submit claims to ND Legacy MMIS and must wait for the ND Health Enterprise MMIS to go live. Since Providers will not be able to submit claims during the Transition Period, you may experience a gap in the receipt of regular claims payments. The Department is informing you in advance of this period so you can plan accordingly. It will be very important to keep your billing as current as possible and plan for no claims payments during the transition period. During this Transition Period, the last day to submit paper

claims will be August 18, 2015 (except for QSP, Transportation and Basic Care claims) and the last day to submit electronic claims will be September 2, 2015, at 12 Noon CDT. The final check write in the ND Legacy MMIS will run on September 14, 2015, and the first payment cycle from ND Health Enterprise is October 12, 2015.

The Department will distribute additional information about the schedule of events leading to retirement of ND Legacy MMIS in future communications. This will include final dates for many activities including enrollment application submissions, provider enrollment data updates, service authorization requests, claim and adjustment submissions, and financial payment cycle processing.

At this time, the following are scheduled key dates to begin the MMIS transition:

Scheduled Key Dates	Event
8/5/15	Last date to accept claim adjustments in ND Legacy MMIS
8/18/15	Last date for accepting paper claims in ND Legacy MMIS <b>All Providers</b> <b>(except Qualified Service Providers (QSP), Transportation and Basic Care Providers)</b>
8/18/15 – 9/30/15	Transition Period for paper claims (submissions will be returned to provider)
8/21/15	Last date for submission of provider enrollment applications
9/2/15 @ 12 Noon CDT	Last date for accepting electronic claims in ND Legacy MMIS
9/2/15 –10/4/15	Transition Period for electronic claims (837) (any files received will not be processed until Go Live Day One)
9/8/15	Last date for accepting QSP, Transportation and Basic Care paper claims in ND Legacy MMIS <b>For QSP, Transportation and Basic Care Providers Only</b>
9/14/15	Final Remittance Advices (RAs) & claims payments released in ND Legacy MMIS
10/5/15 - 8am CDT	ND Health Enterprise MMIS scheduled Go Live – Day One

If you have not done so already, you must complete the web-based enrollment application and submit required documents in the ND Provider Enrollment (PE) web portal by August 21, 2015. The ND Provider Enrollment (PE) web portal is located at the following web address: <https://mmis.nd.gov>. Instructions for completing the enrollment application process are located under “Quick Links” on that web page.

- The Department will continue to accept and process requests for Service Authorizations during the Transition Period.
- Pharmacy claims submitted through Point of Sale will continue to process during the Transition Period.

Additional details will be provided in subsequent communications.

The Department recognizes that the transition period may pose a financial challenge for some Providers. It is our shared goal to avoid an interruption of services to ND Medicaid members during this transition and we appreciate your patience as we move toward the implementation of the new web-based ND Health Enterprise MMIS.

## Getting Ready for ND Health Enterprise MMIS Implementation

ND Health Enterprise MMIS will be made available and begin processing transactions on Monday, October 5, 2015, with the first check write on October 12, 2015. For you and your Provider Organization to be ready to use the new ND Health Enterprise MMIS on Day One, you will need to ensure completion of the following key actions:

- Complete the ND provider enrollment application(s) and submit all required documents by August 21, 2015 for review.
- Identify an Organization Administrator who will have responsibility for managing access to data for your office staff.
- Participate in available training for ND Health Enterprise MMIS ensure you are able to make full use of the new features and functions in ND Health Enterprise MMIS.

If you use a Trading Partner, Clearinghouse, or Billing Agent to submit or receive electronic transactions on your behalf, you will need to make sure that entity has also submitted a new Trading Partner application by August 21, 2015, and completed all necessary advance testing.

The Department will process all enrollment applications received on or before August 21, 2015. Your enrollment application must be approved prior to October 5, 2015, to enable claims submission and to receive payments from ND Health Enterprise MMIS. **Beginning October 5, 2015, if you do not have an approved enrollment application you will not be able to use ND Health Enterprise MMIS. The ND Provider Web Portal will be available again starting October 5, 2015, in ND Health Enterprise for providers to enroll. Once your enrollment application is submitted and approved, you can submit ND Medicaid claims for services provided.**

On or about September 15, 2015, approved and enrolled Providers will receive letters containing their ND Health Enterprise MMIS login and password information.

## Future Implementation and Transition Period Communications

As we move toward the implementation of ND Health Enterprise MMIS, you will receive additional communications regarding the transition to ND Health Enterprise MMIS. These communications will include web postings, remittance advice messages, newsletters, and emails. Please review each of these communications, and take the steps necessary to prepare you and your organization for the transition.

The Department is committed to a successful transition and we will continue to keep you informed. We are striving to minimize the impact to Providers and Members, and are ready to support all Stakeholders through this process. Transition to ND Health Enterprise MMIS is a critical element in supporting the Department's Service Mission to provide quality, efficient and effective human services, which improve the lives of people. We appreciate your cooperation and your effort to get as ready as possible in anticipation of the October 5, 2015, ND Health Enterprise MMIS implementation.

You can find all the latest information regarding transition planning on the Department's website located at <http://www.nd.gov/dhs/info/mmis.html>.

If you have questions, please feel free to call 800-755-2604. To reach Provider Relations please call 800-755-2604.

Starting on September 21, 2015, the Department will begin taking live calls at our new ND Health Enterprise MMIS call center. Please contact the Call Center staff at 877-328-7098 for assistance.

Sincerely,



Maggie D. Anderson  
Executive Director

*Enclosure: Implementation Key Points*