

North Dakota Medicaid's **Coordinated Services Program (CSP)** helps you find healthcare services that match your medical needs.

Here's how it works:

You will have **one coordinated services medical provider** and **one pharmacy provider** who will work regularly with you to understand your health care needs and coordinate your care. The coordinated services medical provider can also refer you to specialists who can help maintain and improve your health.

Tips for positive healthcare outcomes:

- Your coordinated services medical provider should be your first contact for most of your medical needs, except for emergencies. Make sure to call your coordinated services medical provider **before** you see any other provider.
- If you are not sure what to do, contact your coordinated services medical provider or your local county social service office for help.



- You need to seek routine care at your coordinated services medical provider's office or clinic location during regular business hours. You should visit an emergency room for life or limb-threatening conditions. A life or limb threatening condition **does not** include refills on medications, constipation, menstrual cramps, chronic pain, or headaches, including migraines. All emergency room visits are reviewed by Medicaid. If a visit was not a proper use of an emergency room, Medicaid will not pay the bill. You will have to pay for these charges.
- You will need to get all of your Medicaid prescriptions from your CSP pharmacy.

- Follow all medical instructions you get from your coordinated services medical provider and pharmacy.



- Visit your coordinated services medical provider during office hours for help with routine problems such as getting a medicine refill, colds, ear aches, diarrhea, minor cuts, rashes, upset stomach, immunizations, etc. These

health concerns can be handled best by your coordinated services medical provider where all your health records are available.



Will CSP members be reviewed?

North Dakota Medicaid will review all members of the CSP program. This means that your use of medical services will be looked at to make sure they are appropriate. If you are no longer required to be in the CSP, you will be notified by mail.

Who can I contact if I have any questions?

Contact your local county social service office if you have any questions on the Coordinated Services Program.

Another resource for help may include contacting a regional human service center for services. The human service centers provide services including: vocational rehabilitation, aging, mental health, developmental disabilities services, addiction, vulnerable adult protection services, case management, crisis and outreach services.

Bismarck

West Central Human Service Center
1.888.328.2662 or 328.8888

Devils Lake

Lake Region Human Service Center
1.888.607.8610 or 665.2200

Dickinson

Badlands Human Service Center
1.888.227.7525 or 227.7500

Fargo

Southeast Human Service Center
1.888.342.4900 or 298.4500

Grand Forks

Northeast Human Service Center
1.888.256.6742 or 795.3000

Jamestown

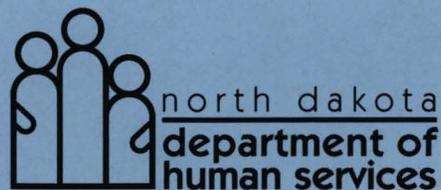
South Central Human Service Center
1.800.260.1310 or 253.6300

Minot

North Central Human Service Center
1.888.470.6968 or 857.8500

Williston

Northwest Human Service Center
1.800.231.7724 or 774.4600



North Dakota Department
of Human Services
Medical Services Division
600 East Boulevard Avenue, Dept 325
Bismarck, ND 58505-0250
Phone: (701) 328-2321
Fax: (701) 328-1544
Toll Free: 1.800.755.2604



C S P Coordinated Services Program



*Helping People Find Healthcare Services
That Meet Their Medical Needs*

North Dakota
Department of
Human Services