

April 20, 2015

Dear North Dakota Medicaid Provider:

The North Dakota Department of Human Services is working toward the implementation of a new claims processing system known as the ND Health Enterprise Medicaid Management Information System (MMIS). This web-based system will process Medicaid claims, prior authorizations as well as other claims-related transactions, and will make payments.

### **Training and Support**

Providers can access various training opportunities that will help familiarize them with the fundamentals of the new system. Training will be offered in the following formats: in-person instructor-led training, online computer-based training, and instructor-led webinars.

Your connection to enroll and participate in the training opportunities is through the ND Health Enterprise MMIS Learning Community system (LCMS) located online at <http://NDMMIS.LearnerCommunity.com>. After creating a user name and password, you will be able to **view** and **register** for over 35 different training courses identified by these icons. A detailed list is also available at [www.nd.gov/dhs/info/mmis.html](http://www.nd.gov/dhs/info/mmis.html).

***It is important to note that in order to participate in any training session each individual attendee must first create a unique LCMS User ID and password and enroll in advance of the event.***



#### **In-Person Instructor-Led Trainings**

Department staff will conduct in-person instructor-led training in Bismarck, Fargo, and Minot in May.

- Fargo** – Mon., May 11, 9 a.m. to 4 p.m. CT  
Baymont Inn & Suites, 3333 13<sup>th</sup> Ave. S.
- Minot** – Wed., May 13, 9 a.m. to 4 p.m. CT  
Holiday Inn Riverside Convention Center, 2200 Burdick Expressway E.
- Bismarck** – Thurs., May 14, 9 a.m. to 4 p.m. CT  
North Dakota Heritage Center on the State Capitol Grounds,  
612 E. Boulevard Ave., Russell Reid Auditorium.



#### **Computer Based Training**

The Learning Community also houses computer-based training courses. Providers are able to view a course independently and as often as needed.

### **Instructor-Led Webinars**



Webinar

These interactive webinars will require providers to have computer access and a telephone to participate in the trainings. Registration is limited to the first 100 participants. The webinars start the week of May 18<sup>th</sup>.

I encourage you to utilize the training courses offered through the Learning Community. You will need to **create a user name and password to access the training**. The Learning Community's website also has a tutorial that will help you navigate the website features. Click on the "Learning Center Tutorial" blue icon to view the tutorial.

### **Educational Conference Calls**

ND Medicaid will hold a series of six consecutive one-hour weekly conference calls on **Wednesdays** from **May 20 through June 24** from **3 to 4 p.m. (CT)**. Providers may call toll-free 1-866-243-5352 to participate. Advance registration is not required. However, there is a limit of 100 inbound phone lines for each call. Provider office staff is encouraged to convene in a single location and place a group call to enable participation by as many provider offices as possible.

Providers are also encouraged to e-mail questions in advance of each call to [MMISinfo@nd.gov](mailto:MMISinfo@nd.gov) by 5 p.m. (CT) on Mondays to ensure Department staff has adequate time to gather responses. All questions answered and information shared during the weekly phone calls will be compiled into a Frequently Asked Questions (FAQ) format and posted online at [www.nd.gov/dhs/info/mmis.html](http://www.nd.gov/dhs/info/mmis.html). If you are unable to join a specific call, please monitor the Department website to review updates posted to the FAQs.

The Department is committed to keeping you informed about the implementation of the ND Health Enterprise MMIS. The Department's website at [www.nd.gov/dhs/info/mmis.html](http://www.nd.gov/dhs/info/mmis.html) will be your main source for important news about provider trainings, billing changes, and other updates relating to the implementation process. I encourage you to visit this website frequently.

If you have any additional questions related to training, please contact the ND Health Enterprise MMIS Training Information center at (877) 328-7098.

Sincerely,



Maggie D. Anderson  
Executive Director