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**Your Voice is Needed on Access to  
Health Care Services**

As a Medicaid recipient or household, the North Dakota Medicaid program wants to hear about your recent experiences in gaining timely access to healthcare. A five-minute survey is enclosed.

This survey will update results from a questionnaire that was mailed in the Fall of 2016. Your comments will be used as part of an access monitoring program that will measure and track access to health care providers and services, both statewide and down to the county level.

The questions ask about your access to care experiences to five health care provider services over the past 6 months. If you have not recently seen a provider in one of the areas, please just skip the access rating for that question and go on to the next provider group. The survey should only take about five minutes, and your feedback is very important to us.

These are the five health care provider service areas:

**Primary care services** (provided by a physician, nurse practitioner, physician assistant, federally-qualified health center, clinic, or dental provider)

**Physician specialty services** (cardiology, urology, and radiology)

**Behavioral health services** (mental health and substance use disorder services)

**Pre and post-natal childbirth services** (pregnancy, child birth, and post-delivery care)

**Home health services** (transition services from a hospital to a home setting)

Fill out the survey and return it in the pre-paid envelope. Your responses will be kept confidential.

You can also share your story about access to care by sending an e-mail to [NDMedicaid@nd.gov](mailto:NDMedicaid@nd.gov). Learn more about North Dakota Medicaid at [www.nd.gov/dhs/services/medicalserv/](http://www.nd.gov/dhs/services/medicalserv/).

## Medicaid members with Blue Cross Blue Shield of North Dakota health care coverage

If you have **Blue Cross Blue Shield of North Dakota** health care coverage, you should have received a **new ID card** earlier this summer. You must provide a copy of your new Blue Cross Blue Shield of North Dakota ID card to your county worker immediately. Medicaid members with other health care coverage must provide that information to their county worker. Failure to do so could affect a person's Medicaid eligibility.

## Gestational Carriers

A gestational carrier is a woman who carries and delivers a baby for someone else. County eligibility workers must be notified of all cases involving a gestational carrier.

There are **two cases** that could happen involving a gestational carrier.

- The gestational carrier enters into an agreement with the “intended parents” and the intended parents take custody of the baby after birth.
- The gestational carrier enters into an agreement with the “intended parents”, but

one party cancels it and the gestational carrier takes custody of the baby after birth.

In either case, the intended parents must pay for all services including labor and delivery costs of the gestational carrier. Insurance information of the intended parents must be given to your county worker, so ND Medicaid does not pay for these services.

In the second case, if the intended parents stop paying for services, ND Medicaid will pay for them, and then work to get the money back from the intended parents and/or their insurance company.

## What is Women, Infants, and Children (WIC)?

WIC is a program for pregnant women, breastfeeding women, infants, and children younger than five. It offers healthy food for proper growth and development and helps families choose healthier ways of eating.

WIC is a federal nutrition program that provides:

- Nutrition information, counseling, and support
- Breastfeeding information and support
- Nutritious foods
- Health screenings
- Referrals to other services

To **qualify** for WIC, you must:

- be pregnant, breastfeeding, a new mother, or a parent, guardian, or caretaker of an infant or child younger than five years old,
- meet income guidelines, and,
- have a nutritional health risk.

WIC staff will look for risks by checking a person's height, weight and iron count, and asking health and diet questions.

To locate a WIC office, call 800-472-2286 or visit [www.ndhealth.gov/wic](http://www.ndhealth.gov/wic).

Your family's income before taxes must be below the income level, which is based on the poverty level. Income levels may change each year. Visit the WIC website or call a WIC office for current income levels.

**Note: If you receive Medicaid, TANF, SNAP (food stamps), or Healthy Steps, you are income eligible for WIC, even if your income is above the guidelines.**

## Child Support services are available for parents

Applying for child support is easy and services include:

- **Genetic Testing** – Sometimes called DNA testing, is available at no charge when a child's father has not been legally established.
- **Child Support and Medical Support Orders** – Child Support will help to establish an order for child support and medical support unless an order already exists.
- **Enforcement** – Many enforcement tools are available including intercepting tax refunds, reporting to credit bureaus, suspending driver's and professional licenses, denying

passports, and freezing and taking certain property.

- **Review and Adjustment** – Child Support will review the support amount every 18 months at the request of either parent.
- **Payment Plan, Employment Services, Autopay** – Available for the parent who pays support to help manage payments, and when necessary, help get caught up with any past-due support.

Apply for Child Support services online at [www.childsupportnd.com](http://www.childsupportnd.com) or call **701-328-5440** or **1-800-231-4255** and request an application.

## ND Medicaid partners with NDQuits

If you use tobacco or vape, you've probably thought about quitting. NDQuits is a **free** service to help you quit.

To be covered by ND Medicaid, medications including those sold over-the-counter, require a prescription, **PLUS** an approved prior authorization. There are **seven medications covered by ND Medicaid** when you enroll with NDQuits:

- Nicotine patch
- Nicotine gum
- Nicotine lozenge
- Nicotine inhaler
- Nicotine nasal spray
- Bupropion (Wellbutrin)
- Varenicline (Chantix)

Here is what you need to do:

Call NDQuits (1.800.QUIT.NOW) to enroll in free telephone coaching.

Once enrolled, you will receive an enrollment letter and a Prior Authorization Form in the mail.

Contact your doctor to get a prescription for medication to help you quit.

Have your doctor or pharmacy fill out the Prior Authorization Form and fax the form, along with your enrollment letter, to 866.254.0761.

Be sure to include the quit date under Part IV of your Prior Authorization Form.

**NDQuits**  
1.800.QUIT.NOW  
[www.ndhealth.gov/ndquits](http://www.ndhealth.gov/ndquits)

## **New mobile app lets SNAP households view benefits while on the go**

If you receive Supplemental Nutrition Assistance Program (SNAP) benefits, there is a new mobile app that allows you to view your benefits while on the go.

The ebtEDGE mobile app is an easy and secure way to check your account balance, deposit history, purchases and benefits schedule in real-time. You can also find stores in your area that accept SNAP benefits.

The ebtEDGE mobile app is available as a free download in the Apple Store and Google Play Store.

## **North Dakota Department of Human Services' Privacy Practices**

The Department of Human Services has materially changed its Notice of Privacy Practices. The changes will take effect on February 1, 2019. Summary of material changes to our Notice of Privacy Practices:

1. Updated the department's confidentiality commitment to you;
2. Updated and clarified how the department may use and disclose your protected health information, with or without your authorization;
3. Updated and clarified how the department may use or disclosure your protected health information after you are given an opportunity to object and opt out;
4. Updated and clarified your right to inspect and copy your protected health information, direct protected health information to a third party, request an amendment to your protected health information, request restrictions on the use or disclosure of your protected health information, revoke an authorization, an accounting of disclosures, request confidential communications, and right to a paper copy of the department's Notice of Privacy Practices;
5. Updated and clarified how you can exercise your rights outlined in the department's Notice of Privacy Practices;
6. Updated contact information for the Department and U.S. Department of Health and Human Services, Office for Civil Rights; and
7. Added additional notice requirements regarding the confidentiality of substance use disorder patient records.

You can obtain a copy of the department's Notice of Privacy Practices several ways:

- Call Medical Services at 701-328-2321 or 800-755-2604
- Contact any county social service office
- Call the department's privacy officer at 701-665-2271 or 888-607-8610
- View Notice of HIPAA Privacy Practices at: <http://www.nd.gov/dhs/misc/clientrights.html>

*The North Dakota Department of Human Service does not discriminate on the basis of race, color, national origin, age, sex, religion, political affiliation, disability, or status with respect to marriage or public assistance.*

This newsletter is available in an alternative format through the North Dakota State Library, Disability Services Division, for people who qualify for the Talking Books Program: 701-328-1468 or 800-843-9948.