



Medical Services
(701) 328-2321
Toll Free 1-800-755-2604
Fax (701) 328-1544
ND Relay TTY 1-800-366-6888
Provider Relations (701) 328-4030

Jack Dalrymple, Governor
Carol K. Olson, Executive Director

September 27, 2011

Dear Experience HealthND enrollee:

Effective October 1, 2011, North Dakota Medicaid will begin transitioning the current disease management program to a Health Management program. Please note the transition of this program does **not** affect your Medicaid benefits. This is a voluntary program and you may disenroll at any time.

Health Management program services include patient-centered care coordination, telephone contact with a care coordinator or nurse within the clinic, involvement from a team of medical professionals as needed, and patient education.

The transition from a disease management program to a Health Management program will make available the opportunity for physicians, nurse practitioners, clinics, and health teams to offer health management services to Medicaid recipients with certain chronic conditions. You will now have the option to either:

- (1) continue to receive services through Experience HealthND (the current health management program provider for chronic health conditions), or
- (2) access health management services through your local primary care provider/clinic if they participate in the Health Management program.

The Health Management program provider listing will be updated on the Department's website, available at <http://www.nd.gov/dhs/services/medicalserv/medicaid/managedcare.html>.

We encourage you to continue to maintain your relationship with your primary care provider and contact his/her office should you have any concerns in relation to your medical condition.

Again, the transition of this program does **not** affect your Medicaid benefits, whether you enroll or disenroll in the Health Management program.

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 horizontal line extending to the right.

Tania Hellman, Administrator
Managed Care Programs

TH/kam