

## Third Party Biller Policy

North Dakota Medicaid defines a third-party biller as an organization that acts on behalf of another party performing various insurance duties. A third-party biller may assist in the process of insurance coverage or claims submission or perform various other tasks.

- ND Medicaid requires a third-party biller to wait 30 days from the date of submission of a claim before checking on the status of it, regardless of the date of service. Claims are processed in the order they are received in the claims payment system, not by the date of service.
- Before contacting ND Medicaid to check the status of a claim, the third-party biller should verify the status of the claim by checking all previous remittance advices and suspense listings. All North Dakota Medicaid providers sign a state form number SFN 615. Based on this agreement and relationship, ND Medicaid provides the remittance advice(s) and suspense listings directly to the provider. The third-party biller will need to acquire these documents directly from the ND Medicaid provider.
- Only email inquiries will be accepted from the third party biller; the email address for inquires is [ndmedicaid.thirdpartyinquiries@direct.nddhs.ndhin.com](mailto:ndmedicaid.thirdpartyinquiries@direct.nddhs.ndhin.com). Please note that to utilize the email address, third party billers will need to sign up to join the North Dakota Health Information Network (NDHIN). The NDHIN is a secure, online network; entities can sign up by visiting [www.ndhin.org/services](http://www.ndhin.org/services). Email inquiries will be answered in the order they are received. The third-party biller will receive an email response within 7-10 business days.
- When submitting an email request to ND Medicaid for a claim status check, the following components must be included in the email by the third-party biller:
  - Medicaid member identification number;
  - Date of service(s);
  - Medicaid billing provider number;
  - Total charges billed;
  - Remittance advice date, if applicable; and
  - Transaction control number (TCN), if applicable.

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### MEDICAL SERVICES

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