

**NEWS RELEASE** | **FOR IMMEDIATE RELEASE** | June 14, 2019

## **Human Services contracts with Noridian Healthcare Solutions for North Dakota Medicaid Call Center**

BISMARCK, N.D. – The North Dakota Department of Human Services has contracted with Noridian Healthcare Solutions to operate its North Dakota Medicaid Call Center effective Oct. 1, 2019. The call center is currently operated by staff in the department’s Information Technology Services Division. Customer service representatives are responsible for answering questions from Medicaid providers and members relating to claim payments and submissions, program benefits, prior authorizations and other Medicaid-related questions.

“The department has been evaluating its core services and exploring efficiencies that can help us provide even better customer service to the people we serve,” said Chris Jones, the department’s executive director. “The call center is important. I’m confident Noridian’s experience in running similar call centers and their knowledge of the Medicaid program will meet the needs of our Medicaid providers and members.”

Five temporary full-time staff members are affected by the transfer of the North Dakota Medicaid Call Center from the department to Noridian Healthcare Solutions. These individuals will be able to apply for open positions with Noridian Healthcare Solutions, and if hired, they will have the option to work remotely from their homes, or work in Noridian’s main Fargo office.

“I would like to thank these team members for their dedicated work,” Jones said. “They are on the frontline serving our providers and some of the most vulnerable North Dakotans. Their work is appreciated.”

Medicaid providers and members can continue contacting the North Dakota Medicaid Call Center toll-free at 877-328-7098, 711 (TTY) or [mmisinfo@nd.gov](mailto:mmisinfo@nd.gov) with Medicaid-related questions. The contact information will remain the same after Noridian Healthcare Solutions begins providing call center services on Oct. 1.

The call center serves about 22,000 enrolled Medicaid providers. Currently around 68,000 people are enrolled in North Dakota’s traditional Medicaid program.

Department records show in May 2019, the North Dakota Medicaid Call Center received about 7,000 calls from providers and members.

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