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North Dakota's Medicaid claims and payment system receives federal certification

BISMARCK, N.D. – The North Dakota Department of Human Services announced today that the North Dakota Health Enterprise Medicaid Management Information System (MMIS) recently received federal certification from the Centers for Medicare and Medicaid Services (CMS). The system processes Medicaid claims and pays enrolled Medicaid providers. It also supports required federal reporting and other business functions required by state Medicaid agencies.

Federal certification means the system meets all standards and requirements for a certified Medicaid claims and payment system. Certification allows North Dakota to claim the maximum federal reimbursement amount of 75 percent for costs associated with the operation of the system going back to Oct. 5, 2015, the date the system began processing and paying Medicaid claims. The state estimates about \$17 million in reimbursement costs will be returned to the state general fund.

"We are extremely pleased with the certification of the state's Medicaid Management Information System," said the department's Executive Director Chris Jones. "The successful certification of the MMIS is the result of countless hours of collaboration, dedication and hard work by over 40 department staff members, along with staff from the North Dakota Information Technology Department and our contracted vendors. They are true champions of making a difference in the lives of people we serve."

As part of the certification process, officials from CMS performed a week-long comprehensive on-site review of the MMIS in February 2019 that included documentation and system integrity reviews, interviews with team members and contracted staff, along with other critical system readiness activities to ensure federal compliance.

The CMS certification visit did result in one minor system finding that will require correction to ensure continued federal reimbursement for maintenance and operation costs. Several recommendations were also shared to help improve system operating efficiencies, which do not impact system certification.

"We still have some work to do, but the federal certification confirms that the MMIS is of high quality," Jones said. "This is a significant milestone for our state and team members. It will also benefit the clients we serve, our Medicaid providers who rely on the system for accurate and timely payments, and other stakeholders who conduct business using the system."

The North Dakota Health Enterprise Medicaid Management Information System is considered one of the state's largest IT projects. It replaced a nearly 40-year old system and has dramatically improved claims processing and other Medicaid-related business efforts. The contracted vendor for the MMIS is Conduent.

The MMIS processes about 3.3 million claims per year. It pays nearly \$100 million per month in claims to hospitals, physicians, nursing homes, providers serving people with disabilities and other service providers.

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