



North Dakota Medicaid Recipient Newsletter

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Your Voice is Needed on Access to Health Care Services

As a Medicaid recipient, the North Dakota Medicaid program wants to hear about your experience in finding health care providers and services in the state.

North Dakota is a rural state and studies have indicated that in some instances it can be hard to find certain types of health care providers, regardless of what insurance a person might have.

Your comments will be used as part of a new access monitoring program that will measure and track access to health care providers and services for you and your family.

There are five areas where your feedback is needed:

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 abuse 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)

North Dakota Medicaid has a brief five-minute survey to gather information about your experience in accessing health care services.

Fill out the survey and return it in the pre-paid envelope or complete it online at www.nd.gov/dhs/services/medicalserv/medicaid/access-plan.html. Your responses will be kept confidential.

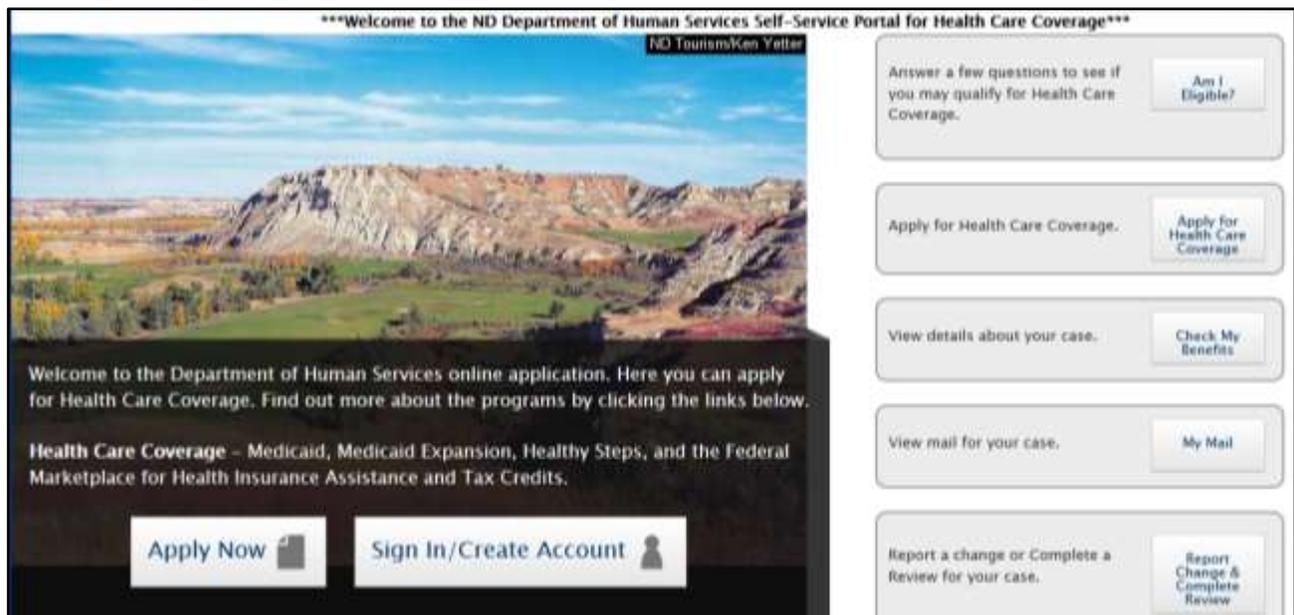
You can also share your story about access to care by sending an e-mail to NDMedicaid@nd.gov. Learn more about North Dakota Medicaid at www.nd.gov/dhs/services/medicalserv/.

Apply, Renew, and Manage Your Health Care Coverage Using New Client Self-Service Portal

There is a new self-service portal for those seeking coverage, applying for benefits, or checking current benefits - around the clock. You can use the self-service portal to:

- Check to see if you qualify for health care coverage
- Apply for health care coverage
- Check your benefits
- View notices
- Report changes and complete a review

Access the portal from any public computer, mobile device, and at county social service offices at <https://dhsbenefits.dhs.nd.gov>.



Reporting Other Insurance Information and Changes

You are **required by state law and Medicaid policy** to immediately contact your county worker if you or a family member:

- Have other health insurance, or
- Were involved in an accident where other insurance is responsible for paying your medical bills.

Eligible applicants or recipients and their spouses must cooperate by giving this information to Medicaid, so staff can pursue other insurances that may be responsible to pay for care or services received, unless there is good cause not to cooperate.

If you do not cooperate, you may lose your Medicaid coverage.

Giving information that you know is false could result in a review of your case by Medicaid staff from the fraud, waste, and abuse unit. Your case may also be referred to other state or federal investigators for further review.

Report NEW health care insurance information in one of three ways:

- E-mail: medicaidtpl@nd.gov
- Call: 701-328-2347
- Contact your county worker

Medicaid Offers Various Programs for Children with Special Needs

A **Children's Hospice program** is for seriously ill children and their families. Services are brought into a child's home to provide comfort while he or she receives treatment toward a cure.

Families that qualify can get help from a nurse case manager to access services like respite care, nursing services, hospice, therapy, and grief counseling. Children also receive help dealing with the physical, emotional, spiritual, and social stresses of being seriously ill.

The program serves children from birth through young adults age 21, and it is intended for children with a life expectancy of a year or less.

There is also a **Medically Fragile program** that supports children who have intense medical needs that require care over a long period of time. Care is provided in a child's home and prevents placement in a nursing home or hospital for care.

Qualifying families choose from a list of services that would benefit their child including dietary supplements, counseling, in-home support such as caregiver assistants and respite care for family members, adaptive equipment, home and vehicle changes to support independence, and more.

To qualify for both programs, a child must be Medicaid-eligible based on his or her income, not a family's income, and meet other criteria. Contact Kathy Barchenger at 701-328-4630 for more information.

Child Health Screening Program

Health Tracks, also known as EPSDT, is a preventive health program that is free for children birth to 21 who qualify for Medicaid.

Health Tracks pays for:

- Complete physical exam
- Hearing and vision tests
- Glasses
- Hearing aids
- Vaccines
- Dental care
- Counseling
- And other health services

Contact your local county social services office, public health unit, or primary care provider to make an appointment. Health Tracks screeners can help arrange for transportation to your appointment.

Some services require prior approval, so check with your screener.

Recommended Screening Schedule

Have your child screened at the following times:

Newborn	9 Months
2-5 days old	1 Year
1 Month	15 Months
2 Months	18 Months
4 Months	2 Years
6 Months	30 Months

Every year from age 3 through 20

It is recommended that a child should see a dentist when his or her first tooth appears or by one year of age, or sooner if there is a dental problem.

After the first visit, a child should see a dentist every six months.

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. The program is available in all North Dakota counties.

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 some health and diet questions.

To locate a WIC office, call 800-472-2286 or visit www.ndhealth.gov/wic.

WIC Income Eligibility Guidelines (Effective May 1, 2016)

Household Size	Annual	Monthly	Weekly
1	21,978	1,832	423
2	29,637	2,470	570
3	37,296	3,108	718
4	44,955	3,747	865
5	52,614	4,385	1,012
6	60,273	5,023	1,160
For each additional household member add:	\$7,696	\$642	\$148

Reuse, Recycle, and Resale of Medical Equipment

North Dakota Medicaid encourages families to think about donating medical equipment that is no longer in use or needed by a loved one.

Items like manual wheelchairs, walkers, hospital beds, crutches, canes, and other medical equipment that were purchased by Medicaid can be donated to providers in the state.

Families should not donate items with the intent to receive new or updated equipment in return. Simply, if an item is not needed, consider donation.

For information on donating medical equipment, contact:

- Your medical equipment supplier
- North Dakota Medicaid: 701-328-2321 or 800-755-2604
- North Dakota Association for the Disabled: 800-532-6323
- Project Hero: 701-212-1921
- Life Skills and Transition Center: 701-325-4501 or 800-252-4911
- Easter Seals Goodwill of North Dakota: 701-232-1333 or 701-237-9908

What If My Doctor Refers Me Out of State for Medical Care?

Here are some things you should know if your provider refers you out of state for medical care.

- You must have prior approval from North Dakota Medicaid **every time** you go out of state for medical care.
- Ask your Primary Care Provider to send a request for approval for an out-of-state referral to North Dakota Medicaid. The request must be received by North Dakota Medicaid **at least three weeks before** the date of your out-of-state appointment.
- The request is submitted on SFN 769 *Request for Service Authorization for Out-of-State Services* along with supporting paperwork.
- Typically, only services that are medically necessary and not available in North Dakota are approved for out of state services. If there is a specialist in North Dakota, and it is his or her opinion that you require out-of-state care, he or she must also submit paperwork that shows the medical reasons for the out-of-state request.

- Out-of-state services can only be approved for providers enrolled with North Dakota Medicaid.

The **only exceptions** are:

- If the medical care provider is within a 50-mile radius from the North Dakota border.
- If an emergency medical situation arises that requires immediate transfer to an out-of-state facility. In such a situation, Medicaid recipients must ask their provider to contact the State Medicaid office within 48 hours of the transfer to provide medical documentation and to request out-of-state approval.

If you are approved for out-of-state services and require help with transportation, meals, and lodging, contact your county social service office and speak with your worker as he or she may be able to help with arrangements.

Questions - call North Dakota Medicaid at 800-755-2604.

Medicaid Card Sharing

One activity that can play a part in Medicaid fraud, sometimes unknowingly, is sharing Medicaid cards or numbers.

Sharing your Medicaid card or number means giving your information to someone other than your doctor, clinic, hospital, or other health care provider. This can include sharing your card with someone who really needs care but does not have health care coverage.

Only share your Medicaid card or number with a health care provider who is **providing you services**. If you share it with anyone else, you may not be able to get the care you need.

If you think someone is sharing Medicaid cards or numbers – report it:

- Call North Dakota Medicaid at 800-755-2604 - select option 6, or
- E-mail medicaidfraud@nd.gov

Medicare and Medicaid Fraud – Learn how to Protect Yourself

Health care fraud, whether it is Medicare or Medicaid-related, is something you should be aware of.

Here are some examples of Medicare and Medicaid fraud.

- **Billing for “phantom patients”**
Example: A health care provider bills Medicare or Medicaid for a service that was never provided. Some providers have even been caught billing for patients who had passed away.
- **Double billing**
Example: A health care provider bills twice for the same procedure or service.
- **Billing or providing unneeded services**
Example: A health care provider puts a diagnosis or symptom in a patient’s record that he or she does not have and then bills for services not provided.
- **Prescription drug switch**
Example: A pharmacist fills a prescription with a generic drug but bills Medicare or Medicaid for a brand name drug that costs more.

- **Kickbacks**

Example: A medical equipment or home health provider offers items such as cash, gifts, or free vacations to health care providers who refer Medicare or Medicaid patients to them.

The North Dakota Senior Medicare Patrol program through the North Dakota Center for Persons with Disabilities at Minot State University has information on how to **protect, detect, and report both Medicare and Medicaid fraud and abuse.**

To learn more, call the North Dakota Senior Medicare Patrol program at 701-858-3580 or 800-233-1737.

You can also **report suspected Medicaid fraud, waste, and abuse** by calling North Dakota Medicaid at 800-755-2604 – select option 6, or e-mail medicaidfraud@nd.gov.

North Dakota Department of Human Services’ Privacy Practices

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: www.nd.gov/dhs/info/pubs/docs/notice-privacy-practices.pdf

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 N.D. State Library, Disability Services Division, for people who qualify for the Talking Books Program: 701-328-1468 or 800-843-9948.

If you have questions or concerns that you would like North Dakota Medicaid to address in future newsletters, call the department at 800-755-2604 – ask for the Public Information Office.

Learn more about North Dakota Medicaid at www.nd.gov/dhs/services/medicalserv/index.html.