

## 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 Direct Secure Messaging (DSM) email inquiries will be accepted from the third party biller; the DSM email address for inquires is [ndmedicaid.thirdpartyinquiries@direct.nddhs.ndhin.com](mailto:ndmedicaid.thirdpartyinquiries@direct.nddhs.ndhin.com). Please note that to utilize the DSM email address, your email must be sent from a direct secure message address. If you do not have access to a direct secure message address, please contact NDHIN for assistance at [ndhin@nd.gov](mailto:ndhin@nd.gov). 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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