

## COORDINATED SERVICES PROGRAM (CSP)

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ND Medicaid uses the CSP to:

- Improve the continuity and quality of medical care for members;
- Improve utilization patterns to control Medicaid expenditures; and
- Provide education on the utilization of services at the appropriate level.

### CANDIDATES FOR CSP

ND Medicaid uses parameters to determine if a member may be referred to CSP. These parameters include:

- Use of multiple providers and clinics;
- Early prescription refills and use of multiple pharmacy providers;
- Use of emergency room services for other than emergent care; and/or
- Prescription use that is excessive or potentially threatening to the health of the member indicated by:
  - Multiple prescribing providers;
  - Use of multiple controlled drugs; or
  - Overlapping prescriptions with counterproductive therapeutic value.

### PROGRAM REQUIREMENTS

Members that are referred to the CSP must choose a coordinated services provider by selecting a physician, nurse practitioner, or physician assistant with a specialty of family practice, general practice, or internal medicine. If the member is enrolled in the primary care case management (PCCM) program<sup>1</sup>, the PCCM provider and the CSP provider must be the same practitioner. CSP members are also required to select one pharmacy of their choice to manage their prescription needs. The member may also be required to select one dentist of their choice based on the usage of dental services.

The member's selection of a CSP provider is subject to approval by ND Medicaid.

The requirement for coordinated services is made by ND Medicaid upon recommendation of medical professionals who identify utilization patterns indicating the member may benefit from the CSP.

A review of services may be initiated by:

- A member audit of medical and pharmacy services;
- A recommendation from a medical professional; or

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<sup>1</sup> The PCCM Program ended on 12/31/2023. Information contained in this policy related to the PCCM program applies to dates of service prior to 01/01/2024.

- ND Medicaid staff.

Medical professionals may make recommendations for immediate placement of members into the CSP; however, the final decision remains with the fraud & abuse administrator and utilization review unit.

### **PHARMACY TRANSACTIONS**

See the Pharmacy Provider Manual for more information about CSP members and pharmacy transactions. <https://www.hhs.nd.gov/medicaid-pharmacy-providers>

### **SERVICES OBTAINED FROM A NON-DESIGNATED PROVIDER**

ND Medicaid will not pay for medical care or services furnished to a CSP member by any provider other than the member's CSP provider, except for:

- Medical care rendered in a medical emergency; or
- Medical care rendered upon CSP provider referral and approval by ND Medicaid.

### **TREATMENT BY A SPECIALIST**

Only the member's CSP provider can authorize a referral to a specialist. Referrals must be medically necessary and sent to ND Medicaid prior to the date of service. ND Medicaid will not approve retroactive referrals. Once authorized by ND Medicaid, the specialist may order tests and treatment. If additional specialists are needed, the CSP provider must initiate the referral.

If a CSP provider is going to be absent from practice for an extended period of time, the CSP provider should refer the member to another provider to access necessary medical services. This information must be communicated to ND Medicaid prior to a member receiving services.

The CSP Referral (SFN 231) form is available online at <https://www.nd.gov/eforms> or by calling CSP at 1-800-755-2604 or 701-328-2346. A CSP provider may use their own referral form if the form contains the name and NPI of the CSP provider, the name and ND Medicaid ID number of the member being referred, the name and NPI of the provider to whom the member is being referred, the duration of the referral, and a dated signature of the CSP provider.

The referral form can be sent to:

- Fax: (701) 328-1544
- Mail: Department of Health and Human Services, Medical Services Division, Attn: CSP Referrals, 600 East Boulevard, Department 325, Bismarck, ND 58505-0250
- Email: [medicaidcsp@nd.gov](mailto:medicaidcsp@nd.gov)

If the CSP referral is urgent contact CSP at 701-328-2346 or email [medicaidcsp@nd.gov](mailto:medicaidcsp@nd.gov).