



# ND Medicaid Tribal Consultation Meeting

June 3, 2025



Health & Human Services

# Welcome and Smudge



# Introductions



# Agenda at a Glance



ND Medicaid Tribal Consultation  
Meeting  
June 3, 2025

**NORTH  
Dakota** | Health & Human Services  
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## Division of Public Health Updates

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## State Plan Amendments

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## Children's Waivers/Service

Autism Spectrum Disorder -birth through age 17 waiver  
Medically Fragile waiver  
Children's Hospice waiver  
+  
Applied Behavioral Analysis (ABA) Service

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Medicaid Member Engagement  
Update  
Jen Sheppard

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Economic Assistance & Medicaid  
Service Delivery  
June 2025

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## Tribal Liaison Items

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## Upcoming engagement opportunities



Medicaid Medical Advisory Committee (MMAC)  
• Tuesday, August 19, 3 to 5 p.m. CT -via Microsoft Teams  
Engaging Native American Community for Public Input- Home and Community Based Services (HCBS)  
• 2nd Wednesday of every month  
• Contact [Monique Runnels](#) for the meeting link.  
1915(i) Office Hours  
• Every Wednesday 9-10am

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# Division of Public Health Updates



Questions?



# State Plan Amendments

# New Tribal Consultation Letters

March 21, 2025 - [Tribal Consultation Letter "Four Walls Limitation" Changes](#) (effective Jan. 1, 2025)

May 28, 2025 - [Tribal Consultation Letter, July 1, 2025, State Plan Amendments](#)

- [DRAFT July 1, 2025 State Plan Amendments](#)





# Four Walls Limitations Changes

- The Centers for Medicare and Medicaid Services (CMS) has issued a change to their longstanding “four walls” limitation for Indian Health Service (IHS) and tribal clinics for clinic-based services.
- This policy was temporarily changed during the Public Health Emergency and allowed IHS and tribal clinics to be reimbursed for clinic services provided outside of the four walls of the clinic; this policy change by CMS will make the change permanent for clinic services.
- To implement this change, states are required to submit a State Plan Amendment using a template prescribed by CMS.

# Upcoming State Plan Amendments (SPAs)

## Provider Screening and Enrollment

### Enrollment and Screening of Providers

To comply with Centers for Medicare and Medicaid Services (CMS), effective July 1, 2025

- Added "North Dakota may enroll providers up to 365 days from the date of service."



# State Plan Amendment – Alternative Benefit Plan for Medicaid Expansion Members Ages 21-64

- Technical correction to add Other Licensed Practitioners including psychologists, advance practice registered nurses, clinical social workers, physician assistants and professional counselors.

# Personal Needs Allowance



- **HB 1485 approved & signed by Governor Armstrong**
  - Increases Personal Needs Allowance by \$15.00 per month beginning July 1, 2025
  - Monthly personal needs allowance will be reviewed and adjusted annually based on inflation – determined by Consumer Price Index (CPI)
    - Nursing Home – will increase from \$100.00 to \$115.00
    - Basic Care – will increase from \$135.00 to \$150.00
    - Intermediate Care Facilities for individuals with Intellectual disability– will increase from \$135.00 to \$150.00
    - SSI Subsidy will increase from \$70.00 to \$85.00 – based on other income individuals have

# ND Medicaid: Medical Necessity Editing Expansion

- ND Medicaid is Medicaid is expanding medical necessity editing to include several additional Local and National Coverage (LCD and NCD) determination policies.
- Will apply to lab and medical service procedure codes.
- Becomes effective for dates of service on or after July 1, 2025.
- The LCD/NCD numbers will be listed in our June [provider newsletter](#).



# Consultation





# Children's Waivers/Service

Autism Spectrum Disorder -birth through age 17 waiver

Medically Fragile waiver

Children's Hospice waiver

+

Applied Behavioral Analysis (ABA) Service

# Children's Waiver Team



Katherine Barchenger  
Administrator



Dara Warkenthien  
Children Waiver Specialist



Kaitlin Kurtz  
Autism Specialist



Jennifer Kortgard  
ASD Rural Service Manager

# 1915c waivers

An agreement with the Center of Medicaid & Medicare (CMS) to provide services to identified populations that are over and above traditional Medicaid (MA) services.

traditional Medicaid = PT/ OT,      waiver = respite in the home

# ASD Waiver

## Who is served:

- Children Birth through 17
- Have a diagnosis of Autism
- Receive a determined score on the Vineland 3

Will be increasing to 21st birthday

## Number of Slots:

- Current 345
- Waitlist 144 (05/14/2025)

## Services:

- Service Management
- Respite
- Assistive Technology
- Community Connector
- Remote Monitoring device/ system

# Medically Fragile Waiver

## “Children with medically fragile needs waiver”

### Who is served:

- Children ages 3 – 18
  - Will increase to 21<sup>st</sup> birthday.
- Who have medically intensive needs and prolonged dependency on medical care and medical technology
- Who, at times, may be medically stable but still require nursing care or specialized medical equipment.

### Services:

- Case Management
- Transportation
- Dietary supplements
- Individual/family counseling
- In-home support
- Equipment & Supplies
- Environmental Modifications
- Institutional respite

Number of slots : 50

# Children's Hospice waiver

## Who is served

- Children birth to 22
- Any child who has received a diagnosis and is not expected to live longer than one year.

## Note:

Children on hospice receive concurrent care – meaning they can continue with services to combat the diagnosis along with hospice cares such as PT, OT, medications to stop the progression.

Number of slots: 30

## Services:

- Case Management
- Skilled Nursing
- Hospice
- Palliative Care
- Respite
- Expressive Therapy
- Grief Counseling – before and after death
- Equipment and Supplies



# Applied Behavioral Analysis (ABA) Service

A State Plan service for individual with autism spectrum disorder diagnosis up to the age of 21.

- Evidence has shown individual with this diagnosis respond well to the method.
- To receive service:
  - Well Child Check completed annually
  - Professional diagnosis of autism spectrum disorder
  - Must be on Medicaid first.
  - We provide a Prior Approval letter to parents to share with a provider of their choice.

# North Dakota Cross-Disability Advisory Council

This group will help shape and strengthen services and supports closer to home, a strategic priority for North Dakota Health and Human Services (HHS).

Over the next two years, the council will provide feedback to HHS on:

- A new Medicaid children's cross-disability waiver;
- Reforming the level of care for the Medicaid developmental disability waiver; and
- A service option that will allow payment to someone who is legally responsible and provides extraordinary care to an eligible individual through a Medicaid waiver.

The council has **15 seats to fill and needs different perspectives**, including:

- People with disabilities (including those who receive Medicaid home and community-based services and those who don't);
- Parents of people with disabilities, both children and adults;
- Health care professionals who diagnose and treat people with disabilities; and
- Service providers, advocacy groups and tribal communities.

Apply by June 10, 2025. For more information, visit the [North Dakota Cross-Disability Advisory Council website](#).

# Consultation





# Medicaid Member Engagement Update

Jen Sheppard



Health & Human Services

# What We've Been Up To...

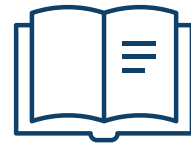
Medical Services' Member Engagement Team has been:



Holding regular  
MMEC  
Meetings



Producing Medicaid  
Member E-News



Developing the  
Medicaid Member  
Handbook



Gathering Member  
Feedback



# MMEC Meetings



The Medicaid Member Engagement Committee (MMEC) has been meeting every other month since March 2024. Together, we have:

- Discussed areas of focus for Medical Services' work
- Increased access to information through E-News
- Made additions to the Medicaid Member Handbook
- Discussed how to improve our coverage and services



[Check it out!](#)





# Producing Medicaid Member E-News



- Medicaid Member E-News is sent out to subscribed members through email every other month.
- E-News shares seasonal tips for good health, Medicaid program updates, helpful resources, and more.
- We currently have 5,539 subscribers.



**Check it out!**



# Developing the Medicaid Member Handbook



- The MMEC has been developing additions to the Medicaid Member Handbook. We are halfway through completing the first edition of this document.
- The handbook is available on our website.
- We have received feedback that this handbook has been beneficial to members and those who support them.



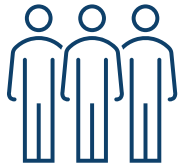
[Check it out!](#)



# Gathering Member Feedback



Medical Services has been gathering feedback from:



ND Medicaid  
members



ND Medicaid  
partners and  
providers



Community  
organizations



Representatives of  
our members

# Gathering Member Feedback



We've been gathering member feedback through:



Regular MMEC  
Meetings



Virtual Member  
Listening Session



Member Survey



Member Focus  
Group

# Regular MMEC Meetings



Our MMEC members tell us about their lived experiences and suggest ways to improve the coverage and the support they get from us.



# Virtual Member Listening Session



We hosted a virtual listening session for our members on May 6. More than 130 people attended this event.

## We explored two main topics:

- Which areas of ND Medicaid need our attention most
- Best practices for the MMEC

## 54 members took surveys showing us that we should focus on:

- The eligibility process
- Dental services
- Home and community-based services
- Non-emergency medical transportation

## We found that our members want to give more feedback through:

- A focus group
- Another survey
- Joining the MMEC



# Member Survey



We have an open survey from May 1 – May 30. Members can tell us about their experiences with ND Medicaid coverage. This will help the MMEC know where we should focus our work.



[Check it out!](#)



# Member Focus Group



Members will be invited to a small focus group that will collect recommendations for developing a more impactful MMEC. This focus group will be held on June 13.



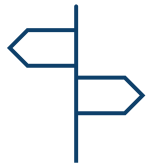
[Check it out!](#)



# What We're Learning...



Our members are wanting:



Added  
guidance and  
support



More information  
about coverage

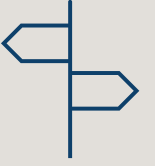


Easier navigation  
on our website



Non-English  
materials

# Added Guidance and Support



We are informing members of staff who can support them using E-News and the Medicaid Member Handbook.



# More information about coverage



We are making additions to the Medicaid Member Handbook based on our members' needs and recommendations.





# Easier navigation on our website



We have expanded our member-focused webpages to offer easier navigation and information. These webpages are found on our Medicaid Member Engagement and Resources webpage.



[Check it out!](#)





# Non-English materials



We are designing a flyer to direct members to a new webpage that explains U.S. health care, how to translate our website, and offers other translation services.



[Check it out!](#)



# Thank You for the Chance to Update You!



You are welcome to contact me if you have suggestions or questions about ND Medicaid member engagement.

Jen Sheppard – Member Liaison

[jsheppard@nd.gov](mailto:jsheppard@nd.gov)

701-328-8666



# Economic Assistance & Medicaid

Service Delivery  
June 2025



Health & Human Services



# Human Service Zones

Serving North Dakota individuals and families is a partnership. Economic Assistance Policy administers programs, while Human Service Zones deliver benefits.

## Person Decides to Apply

Making ends meet is getting more difficult every month so the applicant makes the decision to reach out for help.

## Human Service Zone

The applicant can contact their human service zone directly or they can simply apply online.

## Gather Information

The applicant can enter as much info as they can in the SPACES self-service portal.

## Determine Eligibility

An eligibility worker determines eligibility.

## Issue Benefits

If eligible, the state will issue the benefit in the appropriate manner.



# How Clients Access Services

Economic Assistance Policy and Human Service Zones have partnered together to redesign assistance provided to North Dakotans. This allows opportunities to better serve North Dakota individuals and families.

## One Address. One Phone Number. No Wrong Door.

Eligibility redesign makes it easier for families to get help by simplifying access points.

### Centralized Mail Unit



One mail and email address for document submission

### Customer Support Center



One phone number to speak to an expert

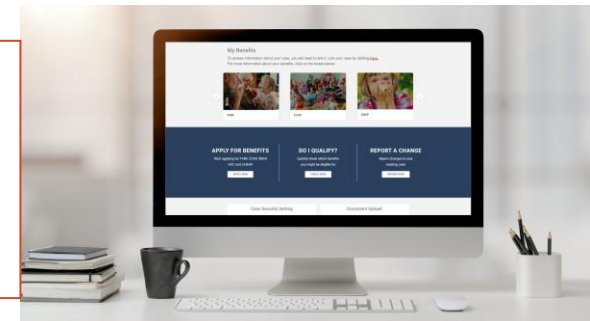
### Local Support



Local offices will remain open for in-person support

## Self-Service Portal

Work has been done on the Self-Service Portal (SSP) to make it more user and mobile friendly. This better enables clients to take control of their cases.



# Eligibility Redesign: Working Better Together



Health and Human Services and Human Service Zones worked together to redesign the delivery of eligibility determination that supports Economic Assistance and Medicaid coverage.

## **GOALS OF REDESIGN:**

- Level the workload so each worker has the capacity to handle the volume and the complexity.
- Process applications in a timely manner.
- Simplify the process to serve customers efficiently.
- Decrease errors and issue all the benefits a family is eligible to receive at the right time.

Workload is more evenly distributed based on the capacity of each eligibility worker.

Applicants\Participants have access to streamlined assistance. CSC is staffed with eligibility workers to answer questions.

Working as a statewide team to create efficient and timely services. Creating consistency of services workflows.



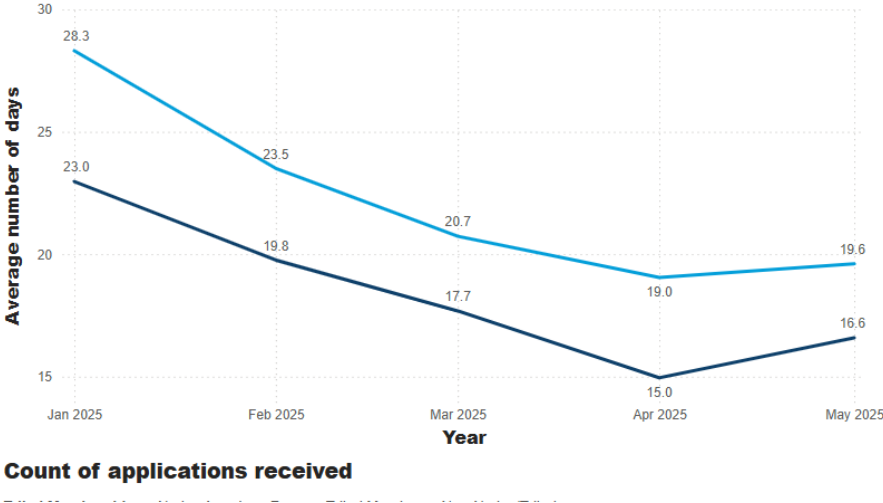
# Average Application Processing Days

SNAP\ Medicaid applications average processing days

May 2025

Native American\ Tribal members 16.6 days

Non- Native American\ Tribal members 19.6 days





# What is changing and why does it matter

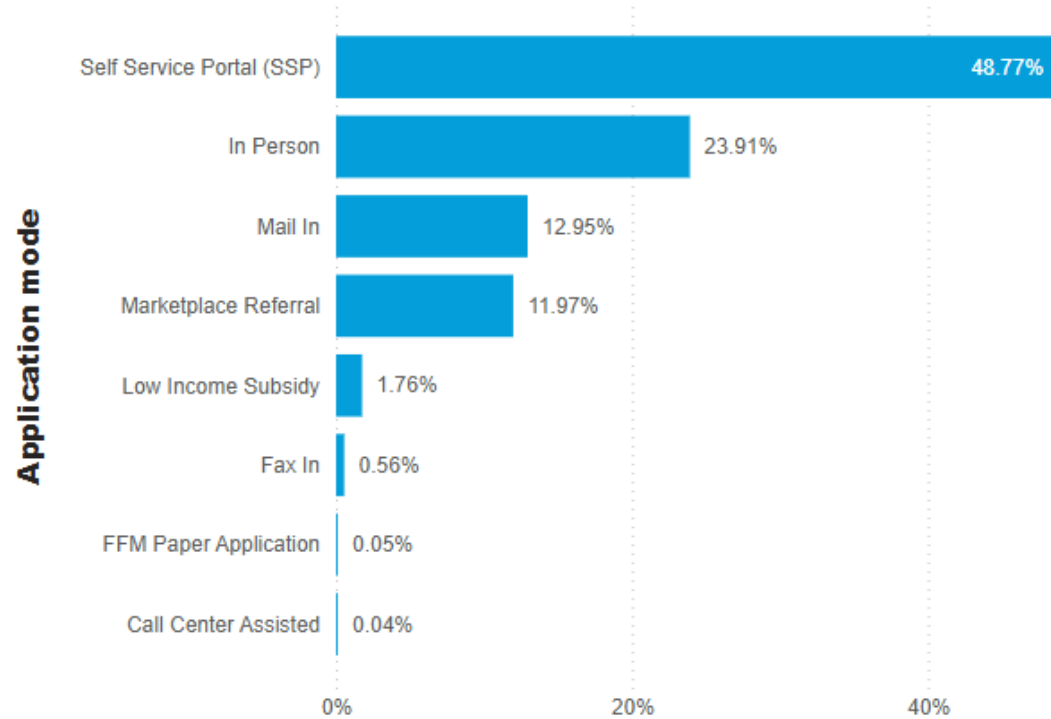
Changes in programs or policy may have an impact on processing timeframes.

# Use of the Self Service Portal is trending upward.

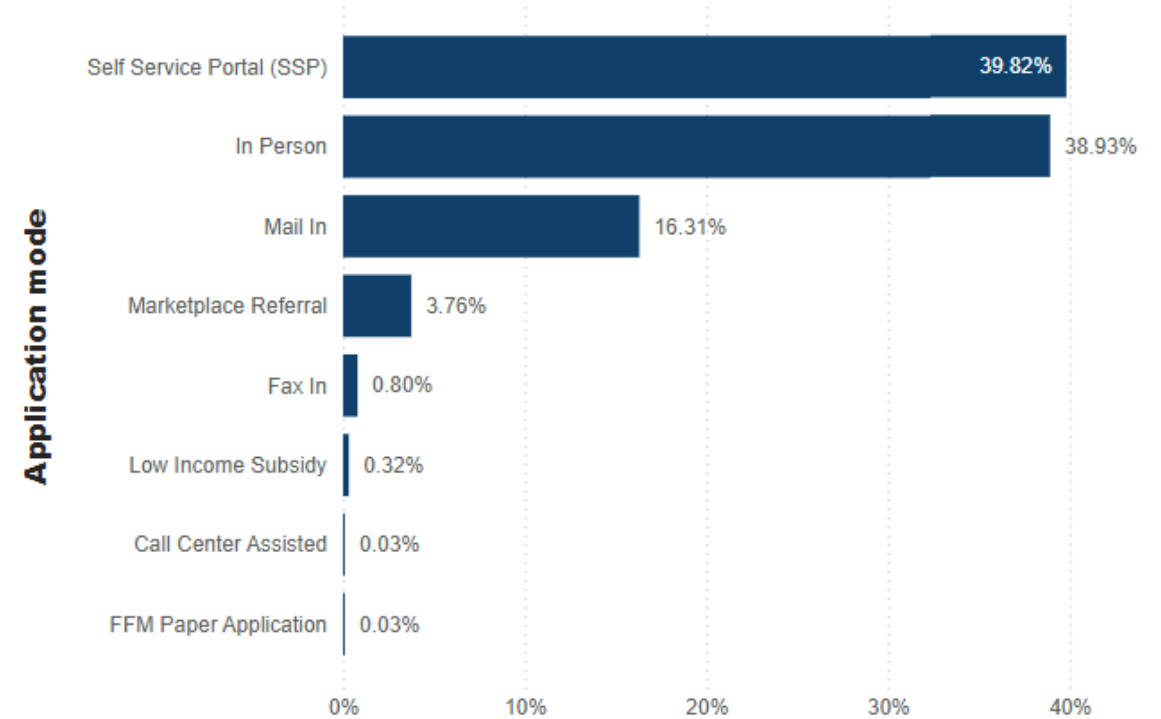
- As of May 29, 2025
- 44% of SNAP\Medicaid applications were received via the SSP
- Use of the SSP distributes the work to the eligibility determination system.
- Use of the SSP provides applicants\participants the ability follow the progress of application and\or case.



Percent of application modes received by non-trib



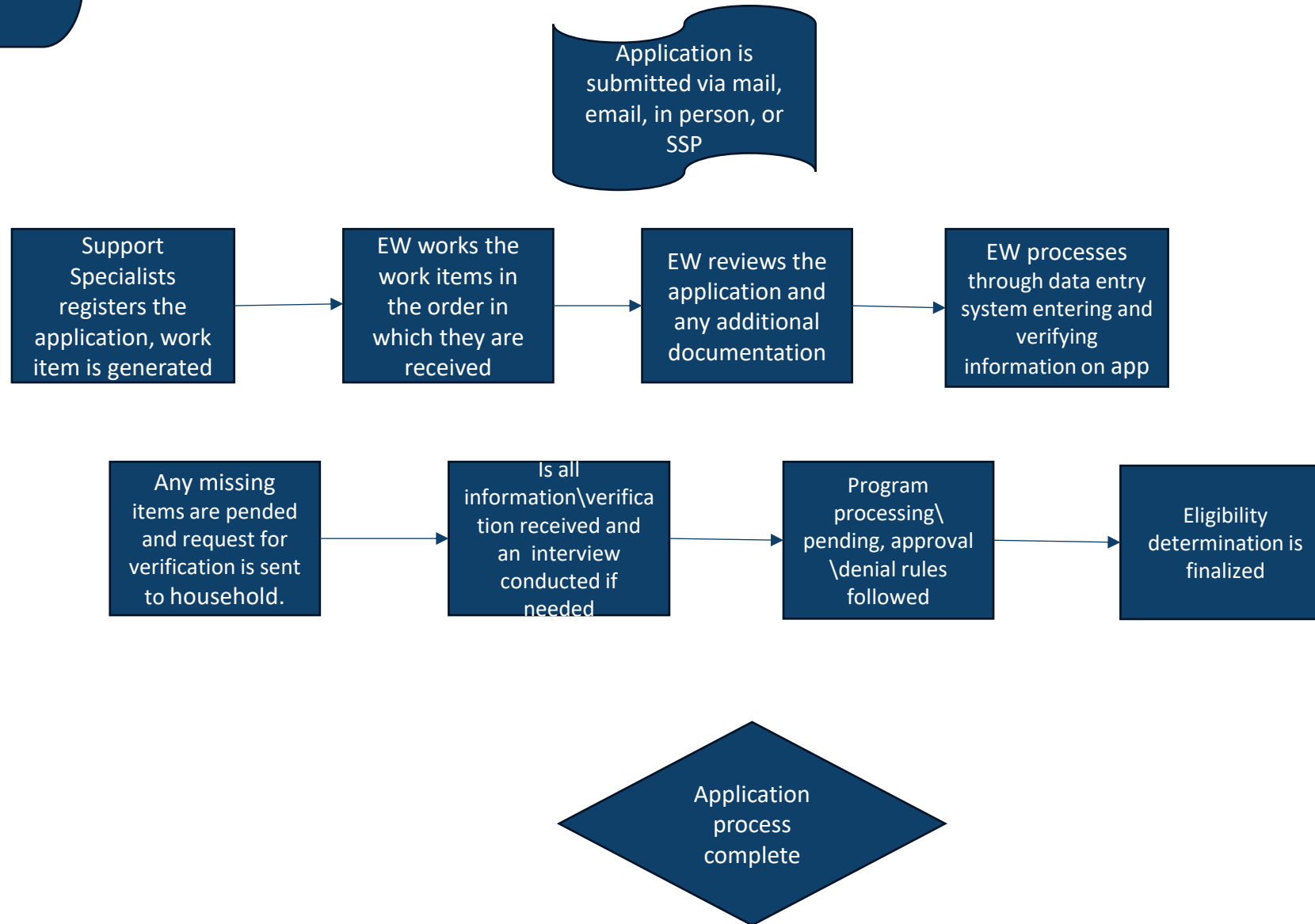
Percent of application modes received by tribal/native





## APPLICATION

What happens when an application is received?





# Customer Support Center May, 2025



# Updates: Move to Call Center Software

- Both Long Term Care Unit and the main Customer Support Center transitioned to a web-based phone system called Genesys
  - Less dropped calls
  - Better call center monitoring
  - More robust features such as reporting, voicemail management



## Customer Support Center Staff

- Eligibility workers are answering both Tier 1 and Tier 2
- One call resolution

# CSC Staffing

2 State PT Staff

5 Supervisors

4 Team Leads

34 EW/CSC Staff

- Currently 3-4 open positions

# Last 3 months metrics

- Over 60,000
- Average wait time of just under 6 minutes
- Average talk time also just under 6 minutes



# Ongoing Efforts

- Communication
  - Added communication to Website
  - Added communication to IVR
  - Exploring increase in staff
  - Exploring callback system
  - Exploring a call tree







# HHS Self Service Portal

Trusted Partners: Working Better Together



Health & Human Services

# What is the SSP

- Self Service Portal—SSP
- The SSP is online access to apply for EA programs and Medicaid Coverage. You can complete annual reviews, provide verifications and view status of your case. With the use of the SSP, clients can complete all necessary actions regarding their applications or cases with the assistance of our trusted partners through use of any device with internet access.

# Use of the Self Service Portal

As of May, 2025 roughly 44% of  
applications were received via the  
SSP



<https://www.hhs.nd.gov/applyforhelp>



# SSP help page highlights

Create a ND login

How to apply as a trusted partner

How to apply as Authorized representative

How to link your case in the SSP

How to complete an annual review

How to upload documents\verifications

Where to view determinations

Where to view notices



# Information and Access

- [Apply for Help | Health and Human Services North Dakota](#)
- [SSP Help | Health and Human Services North Dakota](#)
- [sfn01059.pdf \(nd.gov\)](#)
- [applyforhelp@nd.gov](#)
- Customer Support Center 701-328-1000 or Toll-Free Number: 1-866-614-6005
- NDHHS, PO Box 5562, Bismarck, ND 58506
- [Medicaid 1915\(i\) Behavioral Health Services and Supports | Health and Human Services North Dakota](#)
- [Housing Programs | Health and Human Services North Dakota](#)
- [Home - ND Housing Stability](#)
- NDRH--Phone: (701) 328-1907
- [lisascott@nd.gov](#)
  - If any group, agency or facility is interested in more information on the use of the SSP feel free to email me to set that up.



# Tribal Liaison Items



# Tribal Care Coordination Check in

- Tribes expressed interest in more care coordination agreement
- How are those conversations going?
- How can we assist?



# **Traditional Healthcare Services**

- We have been working together for the last 11 months on traditional healing services.
- We have a small workgroup identifying traditional healthcare services and defining them.
- CMS has signaled they plan to disapprove our SPA for coverage of Traditional Healthcare Services.

# Traditional Healthcare Services Next Steps

- We have requested time for CMS to meet with our tribes and tribal partners later this month.
- We do not know what would be required for the 1115 waiver. Sarah has met with CMS to begin to gather that information.
- What questions do you have for us?
- What suggestions do you have for next steps?



# Troubleshooting Medicaid Issues Together

If you do have issues with eligibility determinations, please cc me in your emails to [applyforhelp@nd.gov](mailto:applyforhelp@nd.gov).

This allows us to identify areas we need to improve in policy and training.



# Consultation





# Reminder: Help us recruit for the North Dakota Cross Disability Council



The North Dakota Cross-Disability Advisory Council is seeking tribal representation.

Over the next two years, the council will provide feedback to HHS on:

- A new Medicaid children's cross-disability waiver;
  - Reforming the level of care for the Medicaid developmental disability waiver; and
  - A service option that will allow payment to someone who is legally responsible and provides extraordinary care to an eligible individual through a Medicaid waiver.
- **Apply by June 10, 2025.** For more information, visit the [North Dakota Cross-Disability Advisory Council website](#).

# Child and Family Services Review Town Hall



- Findings from the most recent Child and Family Services Review
- Presented by the Children's Bureau
- **July 16 | 1 – 3 p.m. CT**
  - Virtual on Microsoft Teams
- **[hhs.nd.gov/cfsr-town-hall](https://hhs.nd.gov/cfsr-town-hall)**

# Upcoming engagement opportunities



## Medicaid Medical Advisory Committee (MMAC)

- Tuesday, August 19, 3 to 5 p.m. CT -via Microsoft Teams

## Engaging Native American Community for Public Input- Home and Community Based Services (HCBS)

- 2<sup>nd</sup> Wednesday of every month
- Contact [Monique Runnels](#) for the meeting link.

## 1915(i) Office Hours

- Every Wednesday 9-10am