



UNDERSTANDING PACE

Program of All-Inclusive Care for the Elderly

5/21/2025

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Welcome to PACE

INTRODUCTION

North Dakota Health and Human Services (ND HHS) offers the Program of All-Inclusive Care for the Elderly (PACE) to ND Medicaid members. PACE is a program for people who are 55 years of age and older. You may be eligible for PACE if you live in a PACE service area, would otherwise need a nursing home-level of care, and can live safely in your community at the time of enrollment.

With PACE, you can access the health care you need while staying in your home and community rather than an assisted living facility or nursing home. You, your family, and your health care providers get the flexibility to meet your health care needs with patient-centered services and coordinated care.

WHAT YOU CAN EXPECT

You will have a PACE team made up of health care professionals. Your team gets to know you, your living situation, and your preferences to help you make decisions about your care. Your PACE team are experts in working with older, frail adults. They will assess your needs and develop an individualized plan of care. They will encourage you to set goals and assist you with obtaining them. PACE provides all the care and services covered by Medicare and Medicaid, as approved by the PACE team. Some examples of these services include prescription drugs, doctor care, transportation, care in your home, emergency room, hospital admissions, and nursing home stays, when necessary.

WHERE TO FIND SERVICES

Northland PACE is the only program offering PACE services throughout North Dakota. Services may be offered in a PACE day center, your home, and other medical facilities, as needed. When you visit the PACE day center you can be seen by PACE providers, have a nutritional meal, group and individual activities, and more. PACE day centers

must meet state and federal safety requirements. PACE has contracts with many specialists within your community to ensure you get the care you need.

HOW TO ENROLL

Enrolling in PACE is voluntary. You can speak with an enrollment coordinator at any Northland PACE site to ask questions or get help enrolling:

- Toll-free: (888) 883-8959
- Website: www.northlandpace.com
- Bismarck Location:
 - Call: (701) 751-3050
 - Mail: 2223 E. Rosser Avenue
Bismarck, ND 58501
- Dickinson Location:
 - Call: (701) 456-7387
 - Mail: 830 2nd Avenue E. 212
Dickinson, ND 58601
- Minot Location:
 - Call: (701) 857-8045
 - Mail: 1425 21st. Ave. NW
Minot, ND 58703
- Fargo Location:
 - Call: (701) 412-2081
 - Mail: 2731 12th Ave. S.
Fargo, ND 58103

Frequently Asked Questions (FAQ)

WHO CAN JOIN PACE?

You can join PACE if you:

- Are 55 years of age or older
- Live in a PACE service area
- Meet a nursing home level of care according to the state of North Dakota (ND)
- Can live safely in your community with PACE services

WHAT SERVICES ARE OFFERED?

- Adult Day Center
- Dentistry
- Emergency Services
- Home Care
- Hospital Care
- Laboratory/X-ray Services
- Long-Term Care Services
- Meals

- Medical Specialty Services
- Nursing Home Care
- Nutritional Counseling
- Occupational Therapy
- Personal Care and Supportive Services
- Physical Therapy
- Prescription Drugs
- Preventive Care
- Primary Care (including doctor and nursing) Services
- Recreational Therapy
- Short-Term Care Services
- Social Services
- Social Work Counseling
- Transportation

HOW ARE SERVICES COVERED?

The PACE program is the sole payment source of services for Medicare and Medicaid eligible participants. The PACE organization assumes full financial risk for participants' care without limits on amount, duration, or scope of services.

CAN I KEEP MY CURRENT PROVIDER?

When you enroll in PACE, you are required to use a PACE provider. If your health care team decides you need to be seen by a specialist, the PACE team will make those arrangements for you.

HOW CAN I ADDRESS MY PACE CONCERNS?

Anyone can share a PACE program concern with the PACE Administrator. The PACE Administrator will explore your concern with you over the phone or through email. The PACE Administrator will work with the PACE program to investigate the concern to resolve the issue.

You can submit your concern to:

- PACE Administrator
 - Email: dhspacetosaainfo@nd.gov
 - Phone: (701-) 328-2838
 - Toll-Free: (800) 755-2604
 - TTY: 711
 - Mail: North Dakota Health and Human Services
Medical Services Division
Attn: PACE Administrator
600 E. Boulevard Ave. Dept. 325
Bismarck, ND 58505-0250
 - Fax: (701) 328-1544

You will need to include the following information in your submission:

- Your first and last name
- Your phone number and/or other contact information
- A description of your concern and the date it occurred
- The date you submit your concern
- The PACE participant's name, if applicable

WHAT IF PACE ISN'T RIGHT FOR ME?

PACE is intended to be a life-long program and covers the cost of your assisted living, basic care facility, or nursing home placement, if needed. You do not need to disenroll from PACE. If you decide PACE is not the right program for you, you can choose to disenroll at any time and for any reason.

Helpful Resources

ND ENROLLMENT DATA

Review the data for enrolled ND Medicaid members [here](#) or at www.hhs.nd.gov/healthcare/medicad/pace. This document was last updated: 5/14/254.

DIVISION OF MEDICARE ADVANTAGE OPERATIONS PACE GUIDANCE

Review guidance documents, questions and answers, resources, and more at the Centers for Medicare and Medicaid Services website, <https://dmao.lmi.org/dmaomailbox?PageFilter=pace>.

Contact Information

If you have questions, you can contact the PACE Administrator:

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