



NORTH DAKOTA MEDICAID MEMBER NEWSLETTER

NOVEMBER 2022

UPDATE YOUR CONTACT INFORMATION

We may need to contact you about your ND Medicaid coverage

We are waiting to hear when the federal public health emergency will end. When it does, ND Medicaid may need to contact you about your coverage and steps to keep it.

If you have recently moved or your contact information has changed, let us know!

TAKE ACTION NOW. Report changes to your address, phone number or email address by:

- Calling ND Medicaid toll-free 1.844.854.4825, 711 (TTY), or
- Contacting your local human service zone office.

Contact information for the human service zone office is online at www.hhs.nd.gov/human-service-zones.

Visit www.hhs.nd.gov/StayCoveredND to learn more. This webpage will be updated with important information, so check it often.

ND MEDICAID EXPANDS COVERAGE FOR NEW MOMS

Exciting news for our ND Medicaid members who are or become pregnant!

ND Medicaid is expanding coverage for eligible new moms from 60 days to 12 months starting Jan. 1, 2023, to help address health needs after birth.

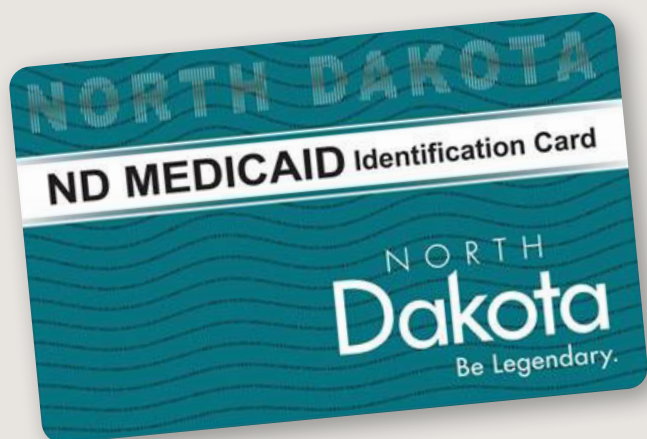
This additional coverage will allow new moms to receive full Medicaid benefits such as:

- Healthy mom checkups after birth,
- Ongoing care for diabetes, high blood pressure and other health needs,
- Dental care,
- Behavioral health services,
- Preventive care services like mammograms and cervical screens,
- Chiropractic care,
- Physical therapy, and
- Family planning services.

Timing is so important. Medicaid members who are pregnant need to act before their baby is born by telling their human service zone office right away that they are pregnant so they can receive this coverage.

NEW ND MEDICAID ID CARDS

ND Medicaid has new member ID cards. Newly eligible members will receive the new teal card in the coming months. Current ND Medicaid members will receive new cards by mail to replace the gold ID cards.



ND MEDICAID PRIMARY CARE CASE MANAGEMENT PROGRAM INFORMATION

The Primary Care Case Management (PCCM) Program helps ensure Medicaid members have a regular health care provider, known as a Primary Care Provider or PCP, who helps coordinate their care. When you receive health care services from one provider, they get to know you, your health history and understand your health care needs.

The program requires Medicaid members to have a PCP. Once you are enrolled, you will receive a letter letting you know that you have 14 days to select a PCP of your choice. If you do not choose a PCP, one will be selected for you. After the 14-day period, you will receive another letter with the name of your PCP.

If your PCP recommends that you see a different provider, such as a specialist, your PCP will write a referral for that provider. If your PCP is out of the office and you need to be seen, you may go to another provider from the same clinic.

It is very important to understand if you choose to see a provider without a referral or a provider who is not your PCP, you will be responsible to pay for the charges to see a provider who is not your PCP or a provider without a referral.

If you would like to change your PCP, you may do so at any time. Contact your human service zone office to make that change.

For more information about the PCCM program, visit www.hhs.nd.gov/medicaid-provider-information/primary-care-case-management-program.

ROUTINE CHECKUPS KEEP KIDS HEALTHY

We know you work hard to make sure your child stays healthy. We can help! Your child may qualify to receive important health care services for low cost or for free. We need you to take action now by connecting with ND Medicaid Health Tracks.

- Call now so your child can take advantage of physical exams, hearing and vision checks, glasses and hearing aids, dental care, fluoride varnish, mental health screenings, addiction services and growth and development checks.
- During a well-child check, a sports physical and vaccines can also be included.
- Call your existing doctor or your local public health unit to learn how your child can benefit from these important health care services for free or at low cost.

To learn more about how you can use your benefits to keep your kids healthy, contact the ND Medicaid Health Tracks member outreach team at 701.328.2014 or HTmemberoutreach@nd.gov. The team can also help you find a doctor or local public health unit.



Scan the QR code or go to www.hhs.nd.gov/health-tracks to learn more about the Health Tracks benefit.

WIC HELPS WITH FOOD, NUTRITION, BREASTFEEDING EDUCATION AND MORE

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a program for pregnant women, breastfeeding women, infants, and children younger than five years old. It provides access to foods like fruits, vegetables, milk, whole grains, eggs, peanut butter, cereal, infant formula, and baby food. The food benefits are provided monthly on an eWIC card to use at your local grocery store. WIC also provides nutrition, breastfeeding, health information, and referrals to other services.

WIC is available to a variety of families, including married and single parents, working or not working. If you are a mother, father, grandparent, foster parent, or another legal guardian of a child younger than five years old, you can apply for WIC. To qualify, you must meet WIC's income guidelines or participate in ND Medicaid, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Head Start, or Healthy Steps. In addition, the applicant must be determined to be at nutritional risk. WIC staff can determine nutritional risk after completing a health assessment (height, weight, hemoglobin, and nutrition questionnaire) during the first appointment.

To apply, contact your local WIC office. For more information, including a list of WIC offices statewide, go to www.hhs.nd.gov/wic or call 800.472.2286.

Medicaid is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Medicaid is required by law to maintain the privacy of your personal health information (PHI), provide you with Notice of our legal duties and privacy practices related to your PHI, and inform you of your privacy rights with respect to PHI. You may request a paper copy of our Notice of Privacy Practices at any time by contacting the Medical Services Division at 800.755.2604 or the Privacy Officer at 800.472.2622. You can also view and print the Notice of Privacy Practices from our website, www.hhs.nd.gov/about-us/client-rights-and-appeals.

