

KEY CONTACTS

Hours for Key Contacts are 8:00 a.m. to 5:00 p.m. Monday through Friday (Central Time).

Provider Enrollment

(701) 277-6999

(701) 433-5956 (fax)

Send written inquiries to:

Noridian Healthcare Solutions

Attn: ND Medicaid Provider Enrollment

PO Box 6055

Fargo, ND 58108-6055

or e-mail inquiries to:

NDMedicaidEnrollment@noridian.com

Call Center

For questions about member eligibility, payments, denials or general claims questions:

(701) 328-7098

(877) 328-7098

or e-mail inquiries to:

mmisinfo@nd.gov

Third Party Liability

For questions about private insurance, Medicare, or other third party liability:

(800) 755-2604

(701) 328-2347

Send written inquiries to:

Third Party Liability Unit

Medical Services

ND Dept. of Health and Human Services

600 E Boulevard Ave-Dept 325

Bismarck ND 58505-0250

or e-mail inquiries to:

medicaidtpl@nd.gov

Primary Care Case Management

The PCCM Program ended on 12/31/2023. For questions related to prior dates of service please contact:

(701) 328-7098

(877) 328-7098

or e-mail inquiries to:

mmisinfo@nd.gov

Coordinated Services Program

Inquiries regarding coordinated services program members:

(800) 755-2604

(701) 328-2346

or e-mail inquiries to:

MedicaidCSP@nd.gov

Medicaid Expansion through BCBS ND

(833) 777-5779

Surveillance/Utilization Review

To report suspected ND Medicaid provider fraud and abuse:

(701) 328-4024

(800) 755-2604

Send written inquiries to:

Fraud and Abuse

Surveillance/Utilization Review

Medical Services

ND Dept. of Health and Human

Services

Dept 325
600 E Boulevard Ave
Bismarck ND 58505-0250

Or e-mail inquiries to:
medicaidfraud@nd.gov

Service Authorization Contacts

Behavioral Health	(701) 328-7068 (ph) (701) 328-1544 (fax)
Dental	(701) 328-4825 (ph) (701) 328-0350 (fax)
Durable Medical Equipment	(701) 328-2764 (ph)
Long Term Care, for Members Under 21 Inpatient Psychiatric Services and PRTFs	(701) 328-4864 (ph) (701) 328-1544 (fax)
Non-Emergency Medical Transportation	(701) 328-4312 (ph)
Optometry	(701) 328-4825 (ph) (701) 328-0325 (fax)
Out of State Medical Care	(701) 328-7068 (ph) (701) 328-0376 (fax)
Pharmacy	800-755-2604 (ph) (701) 328-1544 (fax)
Service Limits	(701) 328-4825 (ph) (701) 328-0377 (fax)
Ascend (Long Term Care and Inpatient Psych Services for Members Under 21	(877) 431-1388
1915(i) Services	nd1915i@nd.gov

Acentra Health is contracted with ND Department of Health and Human Services to perform service authorization review of certain requests for services and supplies for members effective January 1, 2021. Acentra Health uses InterQual® criteria for determining medical necessity for services requiring authorization. More information can be found at

<https://nddhs.kepro.com>

[Services Requiring SA](#)