

# Medicaid Expansion

1915(i) technical assistance call



Blue Cross Blue Shield of North Dakota is an independent licensee of the Blue Cross & Blue Shield Association

# BCBS ND Medicaid Expansion?

- BCBSND was selected by the North Dakota Department of Human Services (DHS) as the Managed Care Organization (MCO) to provide coverage for these services across the state.
- BCBSND will administer benefits to Medicaid Expansion members ages 21-64 with household incomes up to 138% of the federal poverty level.
- This is a four-year contract, with potential extensions, between the state of North Dakota and BCBSND.

# Medicaid Expansion Program-1915i

Provider Information - [bcbsnd.com/providers/medicaid-expansion](http://bcbsnd.com/providers/medicaid-expansion)

## 1915(i) Providers

Providers who deliver home- and community-based services to individuals with behavioral health conditions can enroll as a North Dakota Medicaid 1915(i) provider with the [State of North Dakota](#).

Additional information for 1915i providers can be found on [www.bcbsnd.com/providers/medicaid-expansion](http://www.bcbsnd.com/providers/medicaid-expansion)

# BCBSND Medicaid Expansion Provider Manual

- The intent of the provider manual is to serve as a source for answers to some of the most common questions providers have about health plan coverage, claim filing procedures, policies and other facts related to administering care to BCBSND Members.
- Link to the Medicaid Expansion Provider Manual can be found on BCBSND Medicaid Expansion Provider Resources page
  - <https://www.bcbsnd.com/providers/medicaid-expansion/resources>
  - Additional provider/system updates can also be provided through Health Care News

# HealthCare News Updates

HealthCare News (HCN) is an electronic notification system to communicate important policy and benefit-related news to providers.

Included but not limited to:

- Reminders
- Medical and Reimbursement policy up notification
- Coding and billing information
- System outage notifications
- Other important announcements from BCBSND

This online publication is emailed only to providers who have registered for HCN.

# How to Receive HealthCare News Updates

## Sign up to receive HealthCare News

- To receive email notification of HealthCare News subscribe using the steps below
  - Go to [www.bcbsnd.com/providers](http://www.bcbsnd.com/providers)
  - Click on News & Resources
  - Enter your email under the “Stay updated on HealthCare News” section and click subscribe.
- A designated person on your team can also sign-up others in your facility, if they have their email addresses and permission to sign them up.

# Availity Essentials Provider Portal

Availity Essentials offers secure online access to multiple payers. Availity Essentials is compliant with all HIPPA regulations and there is no cost for providers to register or use any of the online tools.

Using Availity Essentials allows you to:

- Check eligibility
- Manage claims
- See Electronic Remittance Advices (ERA)
- Request authorizations and referrals
- Complete other secure administrative tasks online

# How to sign up for Availity Essentials

- Visit the BCBSND website for instructions on how to get started and available functionalities
  - <https://www.bcbsnd.com/providers/news-resources/availability-essentials>
- Providers are encouraged to take advantage of the on-demand training videos and tools on the Availity Essentials website.
- For questions beyond what is outlined in the link above you can contact Availity Essentials directly.
  - Availity Essentials Client Services at 1-800-282-4548
    - Monday through Friday,  
7 a.m. to 7 p.m. (CT)
  - Availity Essentials website: [www.availity.com](http://www.availity.com)



# BCBSND Case Management

- Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services required to meet an individual's comprehensive health needs, using communication and available resources to promote patient safety, quality of care and cost-effective outcomes.
- BCBSND provides a voluntary telephonic Case Management program to members that require these services.
- Referrals can be made by members or providers
  - To make a referral contact the Case Management Department at 1-800-336-2488.

# Who Should You Refer to BCBSND case management?

- Members who have identified gaps in care
- Members who need assistance with transitions of care
- Members with social determinants of health
- Members who may be eligible for 1915(i) services but have not yet met with their care coordinator

# BCBSND Helpful Numbers and Contact Information

- Provider Services: 1-833-777-5779
- Member Services: 1-833-777-5779
- Availity: [www.availity.com](http://www.availity.com), 1-800-282-4548
- Behavioral Health: 1-800-952-8462
- Case Management: 1-800-336-2488
- Utilization Management: 1-800-952-8462

# Closing Comments

- Questions?
- Thank you



**ND**