

Member Name
Address
City, State, Zip code

Date

Dear member,

We are letting you know about changes to North Dakota (ND) Medicaid's Primary Care Case Management Program that will start on Jan. 1, 2024. **You will not lose your coverage and you do not need to do anything.**

What does this mean for you?

You will have more flexibility in getting care.

- You can see any enrolled ND Medicaid provider you want. You do not have to pick a Primary Care Provider (PCP) anymore. This **does not apply** for out-of-state services. See below.
- You can see a specialist or have a test done like an x-ray without a referral from your PCP.

Out-of-state services

Out-of-state requirements still apply. You must still see an enrolled Medicaid provider and get a referral for services.

Why the change?

This spring, ND lawmakers passed House Bill 1044, which allowed ND Medicaid to make changes to the program to better serve members.

Going forward

Continue to see your PCP to get referrals for specialty providers and diagnostic testing until Dec. 31, 2023. This allows for your bills to be paid like normal.

If you have any questions, contact the ND Medicaid Call Center at (701) 328-7098 or toll-free (877) 328-7098, or 711 (TTY), or applyforhelp@nd.gov. You can also visit a human service zone office near you. Find one at hhs.nd.gov/human-service/zones.

Sincerely,
PCCM Administrator

Learn more about Medicaid renewals at hhs.nd.gov/StayCoveredND
Sign up for ND Medicaid member newsletter at hhs.nd.gov/contact

MEDICAL SERVICES

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