



Medicaid Member Engagement Committee

Date

NORTH
Dakota
Be Legendary.

Health & Human Services

Agenda

Welcome & Ice Breaker

- Roll call
- Meet & Greet
- Ice Breaker

Guest Speaker

- Client share by Laura Holzworth

Discussion

- Past Topic Follow-Ups
- Q&A
- Sharing
- Decisions

Next Steps

- Reminder for Next Meeting
- Annual Schedule



Welcome & Ice Breaker



Roll Call



Meet & Greet



Ice Breaker

Welcome & Ice Breaker

- Welcome to our newest member, Ashley Roulette
 - What is one thing you would like to focus on with ND Medicaid?

Welcome & Ice Breaker

- If you could go on vacation anywhere:
 - Where would you go?
 - Who would you bring?
 - What would you do?



Guest Speaker

Client share

Laura Holzworth



NORTH

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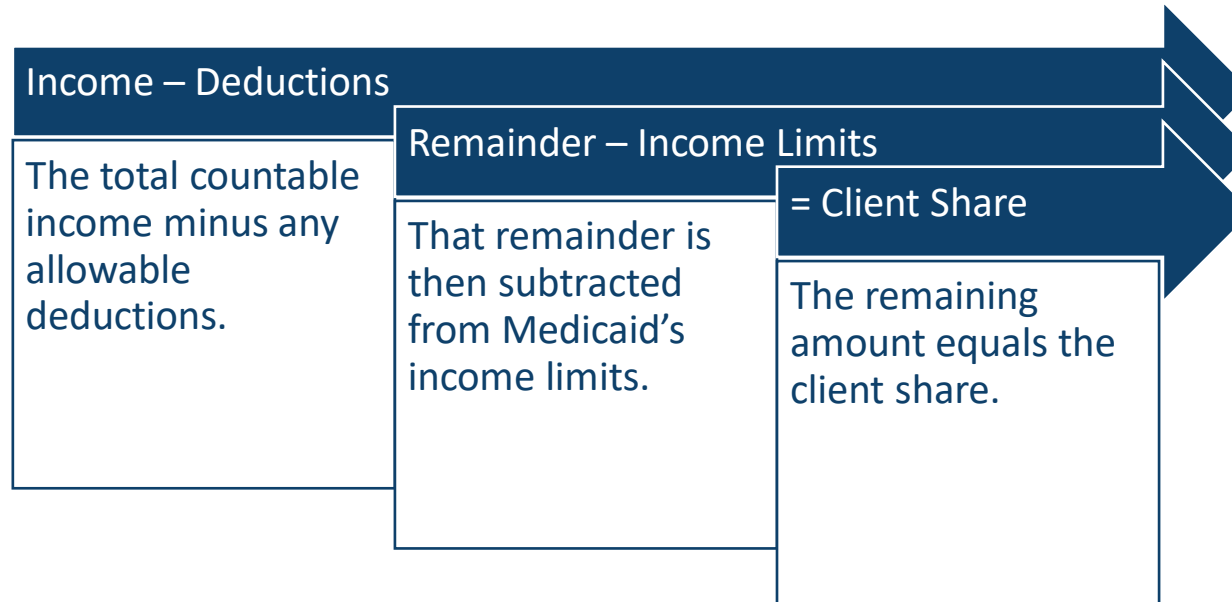
What is a Client Share (Recipient Liability)

Some members may qualify for ND Medicaid benefits at no cost while others may have to pay a portion of their medical bills. This is called Client Share (Recipient Liability).

Applying a client share to a member's coverage is based on the difference between a household's monthly net income (after deductions) and Medicaid's income limits.

The client share works like a deductible. Each month, ND Medicaid requires the member to pay their own medical bills until they have met their set client share amount. Then, ND Medicaid pays for the remaining medical bills until the new month starts and the process starts over.

Setting the Amount for Client Share



Common deductions used to lower a member's monthly client share are:

- Health insurance premiums and copays for Medicare and/or private health insurance
- Payroll taxes (FICA, state tax and Medicare deduction)
- Childcare expenses.

Medicaid income limits are based on household size from the household's gross countable income (income before deductions).

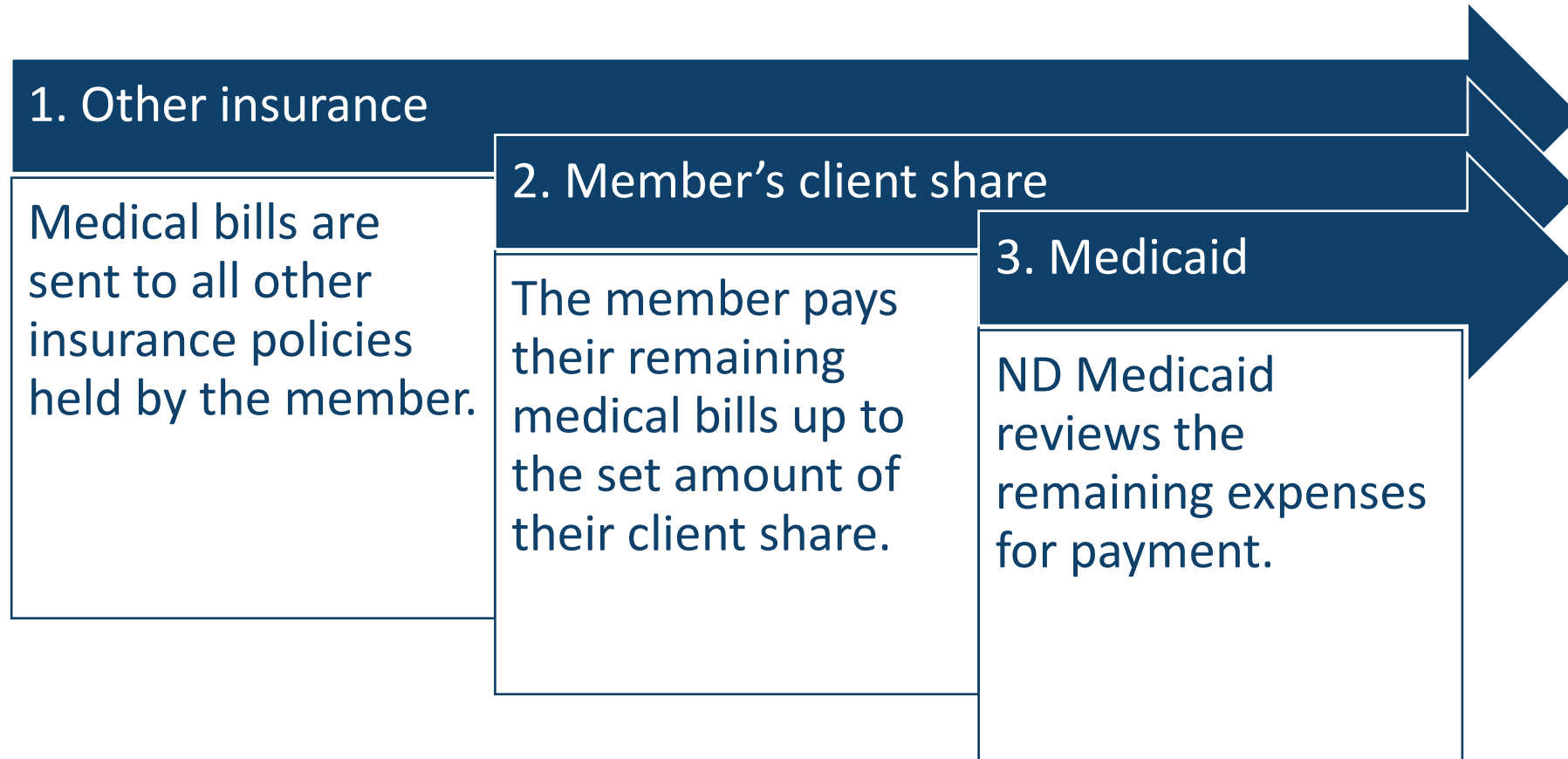
Members must submit proof of expenses to use them as deductions. Proof is sent to the Customer Support Center or a human service zone office.

Informing the Member of their Client Share

When the member is responsible to pay a medical bill, to meet their client share, ND Medicaid sends a notice to the member with the provider's name and the cost and date of the services. The member is responsible for paying the client share to the provider(s) listed on the notice.

Applying the Client Share

- A member's client share may be applied to bills from more than one medical provider.
- Medicaid is the payor of last resort. This means that medical providers must bill all other health insurance policies a member has before billing ND Medicaid. Members will need to inform ND Medicaid through the Customer Support Center or a human service zone office and their medical providers of all health insurance policies they have.



Balancing the Client Share

Changes to income, deductions, or Medicaid's income limits could cause a member's client share amount to be lowered for current or previous months. This could cause a member to make more payments to their medical bills than needed. When this happens, North Dakota Health and Human Services will review your claims. The department will pay the provider and tell the provider to repay you. Neither you nor the provider should have to do anything.

Discussion

Past Topic Follow Ups

Search bar

- We can create a search bar for just the Member Handbook.
- Plan to complete handbook, work on layout, then revisit due to cost.

Chat bot

- Details from LuWanna



Discussion

Review Member Handbook

Chapter review: Facilities

- Is this chapter useful/needed?
- Do we keep it and include all other facility types or remove/reduce?



Discussion

E-News

Develop E-News theme and topics for March issue.



Discussion

Future Appeals Handbook

Create a list of topics to cover in a member-facing handbook.



Discussion

Member Resignation

Jon Fettig has resigned from the MMEC. His seat is open to fill by the standard application process.



Discussion

Facilitation Practices Reflection

What suggestions do members have to make sure our committee is encouraging the most interest, attendance, and engagement?

- BCBS ME committee looking for member advice.



Discussion

Apply to the MMAC

Five MMEC members can now apply to sit on the MMAC.

- [MMAC webpage](#)
- saker@nd.gov



Discussion

Q&A

Take this time to ask questions!
They may be related to a topic we
have been discussing or a
completely new topic. We want to
help you find answers.



Discussion

Sharing

Take this time to share your thoughts, concern, opinions, and ideas! We want you to be a part of shaping ND Medicaid by telling us what's working and what's not.

So You Know

ND Medicaid by Numbers: October & November 2024

268,142

Total Claims
Adjudicated

43,374

Claims Manually
Processed

6 Days

Average Time
from Claim
Receipt to
Payment

4,392

Paper Claims Data
Entered

106,925

Medicaid
Eligibles

20 Days

Median Eligibility
Application Processing
Time

254

Health Track
Calls to New
Members

5,236

Calls to Medicaid Provider
Call Center



Next Steps

Reminder for Next Meeting

- **March 4, 2025 @ 9:30-11:30a**

Annual Schedule

- **May 6, 2025**
- **July 8, 2025**
- **September 9, 2025**
- **November 4, 2025**