Medicaid Expansion

1915(i) technical assistance call
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.
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 Providers - Medicaid Expansion
•  https://www.bcbsnd.com/providers/medicaid-expansion

Additional provider/system updates can also be provided through Health Care News
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.
Availity-Provider Portal

The BCBSND/Availity Partnership includes electronic data interchange (EDI) connectivity and a multi-payer portal to support provider electronic connectivity.

Provider Engagement Portal

- Submit eligibility and benefit inquiries for BCBSND members
  - Search by patient first name, last name and date of birth
- Submit claims and review statuses
- Correct and void claims
- Request authorizations and referrals
- View your electronic remittance advice (835)
- Direct Messaging
- Submit and/or update an electronic funds transfers (EFT) request
How to sign up for Availity

- Go to bcbsnd.com/providers
- Click on “Not Registered Yet? Register now”

Availity Provider Portal

- Log In to Availity
- Not registered yet? Register now.

- Whether you are a current user or new to Availity, we encourage providers to take advantage of on-demand Availity Portal Training (HCN #420)

- For more information on how to register and the variety of tools that are available to you, contact Availity.
  - Contact Client Services at 1-800-282-4548
    – Monday through Friday, 8 a.m. to 6:30 p.m. (CT)
  - Availity website: availity.com
How to Receive HealthCare News Updates

HealthCare News is an electronic newsletter published to communicate important policy and benefit-related news to providers. Also included are helpful tips and reminders on how to file claims and conduct other business more efficiently with BCBSND. This online publication is emailed to BCBSND participating providers who have registered for Provider News.
Sign up to receive HealthCare News

- To receive email notification of HealthCare News, medical policy, coding and billing information, processing issues, system outage notifications and other important announcements from BCBSND, subscribe to Provider News.
  - Go to bcbsnd.com/providers
  - Click on “Subscribe to Provider News”

- A designated person on your team can also sign-up others in your facility, as long as they have their email addresses and permission to sign them up.
Availity Tips on Healthcare News

- Availity Precertification Tips - June 28, 2021
- Availity Provider Claim Submission and the Claim status tool - July 2021 and Aug. 2, 2021
  - Claim submission and the claim status tool
- Availity Provider Portal Direct Messaging - Aug. 20, 2021
  - Providers may send a direct message through Availity to BCBSND regarding eligibility & benefits and basic claim questions for BCBSND members. Once the message is received, a response will be sent to the provider’s message queue within two business days.
- Claim Correction Notice - May 2021
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: 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