

Policy Updates

In order to comply with [URAC](#) health plan accreditation standards, Blue Cross Blue Shield of North Dakota (BCBSND) is introducing the following policies effective immediately:

Contracting or Fee Schedule Notification: BCBSND shall notify participating providers at least thirty (30) days prior to the effective date of any material modifications to BCBSND's participation agreements and/or changes to BCBSND's reimbursement fee schedules.

Member Discrimination: Providers shall not discriminate against any member on the basis of their BCBSND membership, source of benefit payment, gender, age, race, color, religion, origin, health status or disability in providing Covered Services under any BCBSND participation agreement.

Provider – Member Communications: Regardless of any benefit or coverage exclusions or limitations associated with a Benefit Plan, Provider shall not be prohibited from discussing fully with Members any issues related to Member's health including recommended treatments, treatment alternatives, treatment risks and the consequences of any benefit coverage or payment decisions made by BCBSND or any other party.

Telehealth Practitioners: Telehealth is the use of interactive audio, video, or other telecommunications technology that is used by a health care provider or health care facility at a distant site to deliver health services at an originating site; and that is delivered over a secure connection that complies with the requirements of state and federal laws.

Telehealth practitioners at a distant site are credentialed for the originating site where Members are seen.

Please contact Prov.Partners@bcbsnd.com with any questions and/or concerns.