



This training is designed to focus on practical and process oriented aspects of conducting a successful program while also managing individual client cases successfully.

We will not present detailed information or issues about the North Dakota Medicaid program as it differs in significant ways from the Wisconsin program. We will review some key North Dakota Benefits Counseling case work resources.

We will describe how the benefits counseling function fits in at health care provider locations, public health offices, community organizations, and larger advocacy and service networks.

We will include sufficient time for questions and discussion about translating ABC for Health's Wisconsin experience with all of these settings to North Dakota.

We will employ numerous representative case examples involving both public and private health payers. (Note these case examples will help identify issues and not specific North Dakota Medicaid or Insurance rules or statutes.)

- **Need & goals**
- **Settings and roles**
- **Education, training and resources for Benefits Counselors**
- **Identifying key stakeholders and the keepers of program knowledge**
- **Public and Private systems appeals**
- **Client Services (Individual advocacy)**
 - **Outreach**
 - **Referrals**
 - **Case Management**
 - **Legal back-up**
 - **Intake**
 - **Forms**
 - **Staffing/case conferences**
 - **Investigation**
 - **Documentation**
 - **Communication and Confidentiality**
 - **Negotiation**
 - **Formal and informal appeals**
 - **Tools of the trade**
- **System Advocacy (HealthWatch model)**
- **Education**
- **Sustainability**