

NORIDIAN

HEALTHCARE SOLUTIONS

Elevating Operations, Enabling Care.



2024 ANNUAL REPORT

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A LETTER FROM OUR CEO

As we present our 2024 annual report, I am both proud and excited about the progress we've made and the path ahead. This year marks an important moment in our journey as we embrace a refreshed brand, one that reflects the strength of our commitment to collaboration. Our focus on working together has been key to our success—whether in creating a thriving workplace, giving back to our communities or advancing healthcare solutions for the future.

Within these pages, you'll see how we've fostered a culture that not only supports our employees but empowers them. We're proud to have been recognized with workplace awards, and our volunteer time off program is allowing our team to make meaningful contributions in the communities they care about.

Our partnerships demonstrate how we're expanding our reach in the healthcare sector. By co-hosting the National Provider Enrollment Conference and strengthening our focus on rural healthcare through our Rural Health Council, we are making significant strides in improving access to care for underserved populations.

Our medical directors continue to play an essential role, particularly in guiding the integration of AI-enabled medical devices, helping to shape the future of healthcare innovation. Their leadership and expertise are crucial as we move forward in this dynamic space.

Finally, as you explore the report, you'll see how we're enhancing the healthcare journey for those we serve. Our touchpoints with patients' access to care highlight the impact we're making, ensuring that quality care is accessible to more people.

Together, we are building a stronger, more connected future—one where healthcare is accessible, innovative, and truly serves everyone. I invite you to discover how our combined efforts are leading to healthier lives and greater opportunities for those we serve.

Best regards,

Jon Bogenreif

President & CEO



A THRIVING CULTURE OF WORKING TOGETHER

In 2024 we continued to build on our people-first culture. We celebrated our external acknowledgments, our dedicated workforce, their many successes and our brand refresh: Truly a flagship year for working together.

RAGAN EMPLOYEE EXPERIENCE FINALIST FOR THE VOLUNTEER TIME OFF CAMPAIGN

In Spring 2024, representatives from Noridian attended the Ragan conference in Chicago. Ragan is a national Employee Experience professional organization. Ragan's Employee Communications Awards celebrate and recognize the most outstanding internal communications campaigns and initiatives from the past year. Noridian was acknowledged for the Volunteer Time Off program and related communication products. This prestigious award program shines a spotlight on companies and individuals that have excelled in fostering effective communication, engagement and collaboration within their organizations.



Aimee Stone and Destiny Shanahan representing Noridian at the Ragan Conference where Noridian's Volunteer Time Off program was recognized on a national scale.

BRAND REFRESH: CELEBRATING WHAT WE'VE ACCOMPLISHED; HONORING THE WORK AHEAD

This year Noridian did a brand re-fresh, meant to modernize our look and capture the essence of where we've been and where we're going. You may have noticed this change when you opened this document!

We're proud of our new look and the way it reflects the power of how Noridian works together. The updated logo showcases a sleek new font and striking upward arrow icon that symbolizes Noridian's employees, customers and partners as well as the company's commitment to elevating operations. The inter-connected O above the icon signifies the broader impact Noridian has on the industry by enabling access to care.

NEW LOGO

NORIDIAN
HEALTHCARE SOLUTIONS

NEW TAGLINE

**ELEVATING OPERATIONS,
ENABLING CARE.**

NEW COLOR PALETTE



WHAT'S UP AROUND HQ IN FARGO?

Noridian's thriving workforce shines across the nation and in Fargo. In 2023, we moved addresses and into a new contemporary space in the HealthyDakota Campus. In 2024, we settled in and are happy in our new headquarters. In fact, we've been seen doing big things around town in 2024.

PRAIRIE BUSINESS MAGAZINE

This year Noridian was proud to be acknowledged by Prairie Business Magazine as a 50 Best Places to Work company. The recognition profiles companies throughout North Dakota, South Dakota and western Minnesota whose employees feel appreciated, part of the team and connected to their work. This recognition was the result of employee nominations outlining their workplaces' benefits and culture, as well as the personal job satisfaction that working for the organization can inspire.



CONGRATULATIONS TO STEPHANIE AALUND AND ASHLEE ERICKSON



Stephanie Aalund and Ashlee Erickson pictured with their awards.

On Thursday, September 26, two of Noridian's outstanding employees were recognized by Prairie Business Magazine for their contributions to the company and community!

- **Stephanie Aalund** was recognized as a *Top Woman in Business*
- **Ashlee Erickson** was named as one of this year's *40 under 40!*

Supported by family and friends, Ashlee and Stephanie attended the dinner and ceremony. The evening was a true celebration of talent, hard work and community spirit.

FARGO MARATHON

On Friday, May 19, 2024,

Noridian teamed up with Blue

Cross Blue Shield of North Dakota to sponsor the Fargo Marathon 5K. Shown here, Noridian volunteers along with friends and family stand in our cheering section and show their support for race participants.



Cheering section during the Fargo Marathon

GREAT PLAINS PACKATHON

Noridian volunteers worked together to foster community involvement and help hungry families at the Great Plains Packathon. The annual hands-on food-packing event for the Great Plains Food Bank provides help and assistance to our community members in North Dakota and Minnesota who are food insecure.

Our Impact this Packathon: During Packathon this year, 12 Noridian employees filled 656 bags with 2,624 pounds of black beans! These will be shipped (along with other food) to families all over North Dakota.



Ryan LeNoue, Suriyah Stone, Margrit Schwartz, Sandi Rahn, Kate Petersen, Jon Bogenreif, Bree Safranski, Emily Murch, Brittney Finn, Jen Lund, Joyal Kackman and Amy Walter participate in the Great Plains Packathon.

OUR REACH

NORIDIAN HEALTHCARE SOLUTIONS—BUSINESS PROCESS OUTSOURCING FOR HEALTHCARE PAYERS

Since 1966, Noridian has focused solely on solving some of healthcare's biggest administrative challenges.

Today, public and private payers nationwide rely on Noridian to apply that experience in new, innovative ways. The result is a full suite of back-office business solutions for:

- ◆ Provider management
- ◆ Medical review/Utilization management
- ◆ Claims management
- ◆ Contact center operations

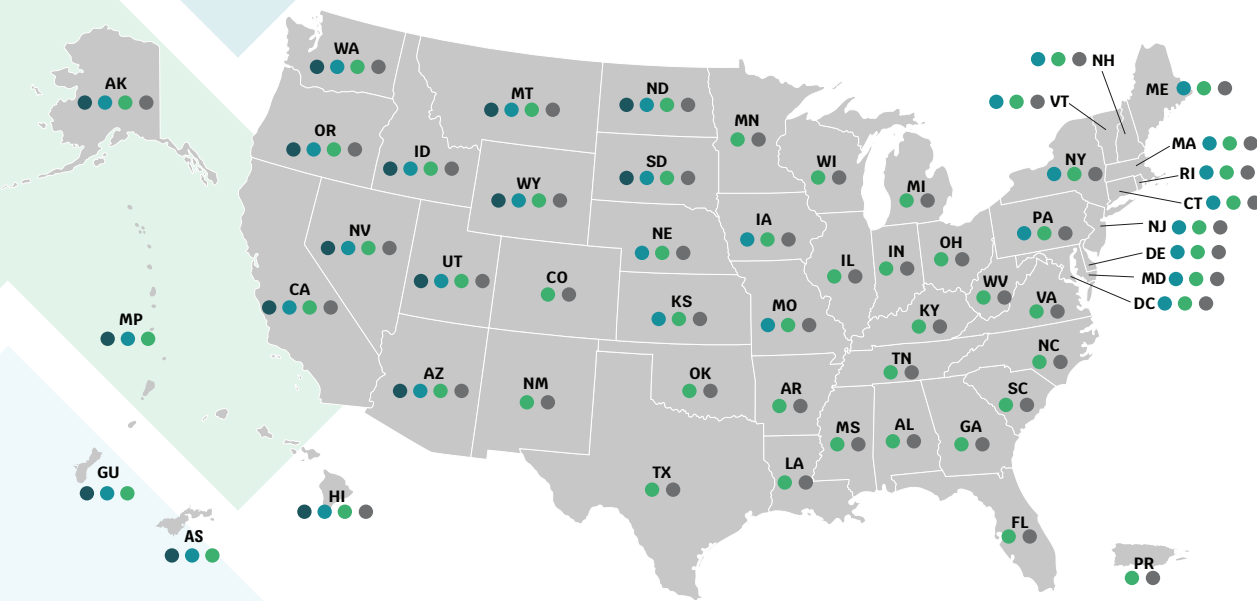
SOLUTIONS FOR PUBLIC AND PRIVATE PAYERS

Noridian strives to be a trusted partner to:

- ◆ Federal government health programs
 - Medicare
 - Veterans Administration
- ◆ State health programs
 - Medicaid and Health & Human Services programs
 - Public health crisis call centers
- ◆ Health insurance plans

ENHANCING HEALTHCARE THROUGHOUT THE U.S.

Noridian provides administration and support services in all 50 states and 3 U.S. Territories



Provider Management
13 States & 3 US Territories

Claims Management
29 States & 3 US Territories

Contact Centers
All 50 States, Puerto Rico & 3 US Territories

Medical Review/Utilization Management
All 50 States & Puerto Rico

NORIDIAN BY THE NUMBERS: 2024



Processed over **270 million** claims, totaling **\$88 billion**



Administered services affecting nearly **24 million** healthcare recipients



Handled nearly **4 million** provider, member and supplier phone inquiries



Processed over **320,000** provider enrollment applications



Worked with nearly **500,000** providers, facilities and suppliers



Processed nearly **17 million** paper and electronic documents



WORKING TOGETHER: RURAL HEALTH COUNCIL

1 IN 5 AMERICANS ARE RURAL

Problems in rural healthcare affect more Americans than you might think. The U.S. Census Bureau classifies 60 million Americans as rural. That equates to one in five Americans—all who rely primarily on rural healthcare facilities. These facilities sometimes struggle to provide services and even to stay open. Many consider rural Americans one of the largest medically underserved populations in the country.

NORIDIAN IS PART OF THE SOLUTION

Addressing rural healthcare challenges takes a nationwide effort. Both government and commercial payers can help. Noridian contributes by setting rural healthcare providers up for success in working with existing reimbursement systems—both public and private. Noridian leverages existing relationships with providers to find new innovative solutions. Supporting rural providers translates into a better experience for healthcare users and payers alike. To this end, Noridian launched the Rural Health Council in 2024.

ESTABLISHING A RURAL HEALTH COUNCIL

Launched in January 2024, Noridian's Rural Health Council (RHC) brings together a multidisciplinary team dedicated to advancing rural health initiatives. With defined roles and responsibilities, the Noridian team has implemented a comprehensive strategy to guide its efforts.

RHC Vision: Enhancing the health and well-being of rural communities through access to quality healthcare services.

RHC Mission: To advocate for and implement innovative health solutions that address the unique challenges faced by rural populations, fostering collaboration among communities.

RHC Tactics: Advanced Data Analysis: Identified key rural providers and suppliers through targeted data analysis. This strategic outreach prepared teams with critical information on travel distances, specialties and service availability in rural areas. To begin collecting this information the team completed listening tours in North Dakota, Wyoming, Oregon and South Dakota, gaining direct insights into the challenges faced by rural providers and suppliers.

For the past two years, the Centers for Medicare & Medicaid Services (CMS) and Noridian have conducted face-to-face visits with rural healthcare providers to strengthen relationships and understand the unique challenges they face. These visits are crucial for building trust and ensuring that providers feel supported to help them continue to provide quality care in their communities.



Group visit in Oregon

Through collaborative efforts, the RHC is developing and implementing creative solutions to address the unique challenges faced by rural populations. By leveraging insights from local providers, suppliers and community members, the RHC is not only identifying areas for improvement but also piloting new initiatives aimed at enhancing healthcare access and improving outcomes.

NORIDIAN NURSES SUPPORT RURAL HEALTH PROVIDERS AND SUPPLIERS

In Our Backyard:

At the North Dakota Nurses Association Conference (NDNA) in Fargo on Friday, October 11, Noridian nurse leaders brought a message of outreach, support and news of the RHC. This conference focused on strengthening interdisciplinary collaboration and was titled: *"The Power of United Minds: Advancing Healthcare Through Inter-professional Education and Practice."*

This year, Noridian was a corporate sponsor of the conference, and we look forward to an opportunity to present one of Noridian's research projects at next year's conference.

Most importantly, we were able to share the great work we do at Noridian with others in the industry and throughout North Dakota.

The conference was attended by people in multiple disciplines and from throughout the state. Attendees included nurses, physicians, respiratory therapists, physical therapists, pharmacists and others.

And Across The Country:

When Medicare Claims are submitted accurately, everyone benefits.

Part of our support to durable medical equipment (DME) suppliers in Jurisdiction D, including those in Modesto, California, an agriculture-driven community, includes supporting suppliers with efficient targeted probe and education (TPE) audits.

Jackie Crosbie recently helped such a Modesto supplier of in-home oxygen, who reported with pride after the TPE audit, an error ratio of 0%, saying:

"We definitely feel confident in our ability to process orders and get paid."

Helping healthcare suppliers focus on care – meeting them where they are with efficiency and compassion – is a process that Noridian, as a MAC with a large rural footprint, is constantly enhancing.



Jackie Crosbie,
Clinical Reviewer (RN)

One of the most common frustrations voiced by rural providers is: feeling ignored. Noridian is standing up to face that frustration – especially in our own HQ backyard. Our presence at events like the North Dakota Nurses Association Conference (NDNA) in Fargo, gives an opportunity to directly answer Medicare administrative questions for the many attendees drawn to the event from surrounding areas.



Left to right are Amie Engelstad, Holly Osland and Courtney Kronback at the NDNA Conference

WORKING TOGETHER WITH CUSTOMERS: THRIVING CONTRACTS AND NEW OPPORTUNITIES

JURISDICTION D RE-AWARD

In 2024, Noridian was once again awarded the Durable Medical Equipment (DME) Medicare Jurisdiction D (JD) contract with Centers for Medicare and Medicaid Services (CMS). This achievement is a testament to the hard work, dedication, and commitment of each and every Noridian employee.

For almost two decades, Noridian's dedication to excellence directly contributed to improving the quality of life for those we serve. Under the JD contract, Noridian handles nearly 200,000 phone inquiries annually from DME, prosthetics and orthotics suppliers in 17 states and three U.S. Territories. JD includes 8.7 million beneficiaries and accounts for 24% of the national DME workload. This re-award not only reaffirms our position as a trusted partner but also reflects the exceptional quality of service that we consistently deliver.



The performance of the Noridian DME team reflects our commitment to performing at a high level for our customers. It also reflects business continuity for Noridian and employees dedicated to the Medicare program. The people who performed this work as the incumbent are credited with this re-award.

TINA BREILAND,
JD Project Manager



CELEBRATING SIX YEARS AS THE SUPPLEMENTAL MEDICAL REVIEW CONTRACTOR

This year we celebrated six years as the Supplemental Medical Review Contractor (SMRC). The SMRC contract falls under the Center for Program Integrity within CMS. The purpose of the SMRC is to perform large volumes of nationwide medical reviews as directed by CMS to provide support for a variety of tasks aimed at lowering the improper payment rates within Medicare.

Medical Reviews are performed on Medicare Fee-for-Service (FFS) claims for Part A, Part B and Durable Medical Equipment (DME) programs. These medical review activities assess compliance with Medicare's coding, coverage, billing and payment requirements and identify claims improperly paid. The SMRC is a Federal contract that reaches across the nation.

The SMRC will recommend recoupment and/or adjustment of claims identified as improperly paid. Having a centralized medical review resource that can perform large volumes nationally allows for timely and consistent execution of medical review policy activities and decisions.

SMRC and its role for future beneficiaries: People planning their retirement or for their senior years, want to understand if Medicare healthcare will be there for them. SMRC directly supports this by protecting against improper spending and provider education.



The SMRC plays a crucial role in protecting the Medicare Trust Funds. Provider education and the identification of improper payments means that Medicare will be better positioned for the fair payment of healthcare services for future beneficiaries.

NANCY KOSMATKA,
VP of SMRC



NORIDIAN AWARDED IMMUNIZATION INFORMATION SERVICES IDIQ TO ENHANCE PUBLIC HEALTH SYSTEMS

In October 2024, we continued to expand our commitment to public health with the award of a 5-year North Dakota Immunization Information Services (IIS) Indefinite Delivery, Indefinite Quantity (IDIQ) Contract from the Centers for Disease Control and Prevention (CDC). This award underscores Noridian's growing presence in the public health sector, enabling the company to support immunization efforts in North Dakota through data-driven solutions.

The IDIQ's scope includes data exchange, immunization information services certification and standardization. Additionally, the IDIQ supports clinical services and best practices in immunization, as well as outbreak and pandemic response.

The IIS IDIQ reinforces Noridian's commitment to delivering innovative, data-driven solutions that enhance healthcare programs and support the health and well-being of communities. By participating in future task orders, Noridian is positioned to continue advancing public health infrastructure.

“

This IDIQ is a significant milestone for Noridian as we partner with the CDC and the state of North Dakota to help enhance immunization data systems. We are now poised to further support the CDC's mission to improve data visibility while concurrently driving modernization efforts within North Dakota.

REBECCA THOMPSON,
Senior Capture Manager



”

NORIDIAN AND HTG JOIN FORCES TO EASE THE MEDICAID PROVIDER ENROLLMENT EXPERIENCE AND IMPROVE ACCESS TO CARE

In fall 2024, through a partnership with HHS Technology Group, LLC™ (HTG), Noridian was awarded the Iowa Medicaid Enterprise Modernization Effort (MEME) Provider Outcomes Solution contract. Together with the Iowa Department of Health and Human Services, we will work to transform the state's Medicaid provider management system and services. State leaders in Iowa, healthcare providers in the state, HTG and Noridian all share a common goal to ensure people enrolled in Iowa's Medicaid program receive high-quality care. Simplifying the enrollment processes for Medicaid providers will make this possible.

“

The enrollment process for Medicaid providers is complex. By streamlining and modernizing the enrollment process, we will minimize the effort required from providers in Iowa and eliminate unnecessary back-and-forth. This initiative is designed to significantly reduce enrollment times, allowing providers to begin seeing Medicaid patients quickly.

JESSICA STIMPSON,
Market Lead, Public Sector Programs



”

WORKING TOGETHER WITH PROVIDERS: NATIONAL PROVIDER ENROLLMENT CONFERENCE

On Wednesday, August 28 and Thursday, August 29, 2024, Noridian, alongside CMS Provider Enrollment and Oversight Group (PEOG), hosted more than 700 attendees at a two-day National Provider Enrollment Conference (NPEC) at the San Diego Convention Center. This was the first NPEC since 2019.

Conference speakers included leadership and subject matter experts from Noridian and other MACs, CMS and consulting firms.

- Day one included sessions related to provider enrollment requirements, new and proposed provider enrollment regulations, a panel discussion on customer service, and a provider reception at the end of the day.
- Day two had two tracks, with attendees offered an option to attend general sessions or more specialized breakout sessions.

Noridian also hosted a Facebook group for conference attendees to network during and after the event. Feedback on the conference was overwhelmingly positive. A few comments in the Facebook group included:

"Very thankful for the amount of questions answered in a very empathetic way. Loved the support from Noridian, PECOS and the booth staff. I was able to remove unwanted information from my profile and understand the connections needed for enrollment. Thanks again."

"What a great conference, thanks so much Medicare for hearing the provider enrollment experience from a supplier/provider side. Thank you to all the MACs for providing such great information!"



NATIONAL PROVIDER
ENROLLMENT CONFERENCE

65 Million Patients, 2.7 Million Providers, ONE Mission



Both days also featured an area where education representatives and subject matter experts from CMS, MACs and other contractors were available to providers to assist one-on-one with their specific issues.

"Amazing Medicare Provider Enrollment #NPEC2024 conference in gorgeous San Diego! Thank you again, Noridian, for knocking this out of Petco Park! And to all of the MACs who were so kind & gracious to all of us in our PE information feeding frenzies. It was wonderful connecting with everyone, learning, and sharing experiences."

"From learning to networking and resolving pending issues, to hotel views and beautiful sunsets. Thank you for an amazing experience in San Diego."

NPEC: PROVIDERS, MACS AND CMS WORKING TOGETHER

NPEC was a true example of working together across many organizations. Although not the first NPEC in CMS history, it was the very first national enrollment conference since the pandemic.

More than 1,000 registered attendees traveled from across the country and multiple jurisdictions. Participants included:

- Providers
- Medicare Administrative Contractor (MAC)
- Provider Enrollment representatives
- CMS leaders and stakeholders.

The opportunity to answer enrollment questions face-to-face across organizations was praised by all.



Noridian team welcomes attendees from across the country at the first NPEC since the pandemic.

A stand-out session called PE 101 had four parts and gave providers and attendees the opportunity to hear directly from CMS' Provider Enrollment & Oversight Group and MACs about their outreach/education and customer services options.

PE 101 Part 1: Designed for beginners and provided an introduction to Medicare and a basic overview of the enrollment process including the National Provider Identifier (NPI) and the different CMS 855 enrollment applications.

PE 101 Part 2: Focused on the enrollment application submission process and how the MACs screen and verify enrollment applications.

PE 101 Part 3: Covered application finalization and new provider enrollment policies.

PE 101 Part 4: Focused on setting up access to and using the Provider Enrollment, Chain and Ownership System.

CUSTOMER SERVICE STANDOUTS

ANSWERING EVERY CALL WITH EFFICIENCY AND CARE...

With a focus on eliminating barriers to care and a commitment to effective collaboration, Noridian Provider Enrollment Representatives strive to answer every inquiry with efficiency, competence and compassion. Read what our callers have to say about their experience working with Noridian through the credentialing process.

“

Tehane was the **most efficient and effective point of contact we've ever had** on an 855B enrollment. Not only was the application processed in record time, but Tehane was easy to reach, incredibly responsive, and answered my questions within a day. Thank you for such great service. I can't tell you how much this helps our practice enable providers to see patients more quickly. We appreciate you!

REGARDING
TEHANE HUANG,
Provider Enrollment



”

“

Shontell was amazing. **She was in contact with me along the way** and able to assure me that the appropriate tasks had been completed. Her support was very valuable to me and my physician.

REGARDING
SHONTELL JOHNSON,
Provider Enrollment



”

“

Pa Der Cha was very **helpful and answered all of my PECOS questions.** I really appreciated the help!

REGARDING
PA DER CHA,
Provider Enrollment



”

“

Alex was extremely helpful in making me understand the guidelines for this specific enrollment. He was very **patient, kind, and went above and beyond** to assist me in the process.

REGARDING
ALEX GRAHAM,
Provider Enrollment



”

“

Joy was a pleasure to work with. She answered all my questions **promptly and professionally** in a friendly and knowledgeable manner.

REGARDING
JOY SERBANESCU,
Provider Enrollment



”

Jennifer exuded the qualities I needed to walk me through the application process. She has a highly efficient skillset. She is always **quick to respond, incredibly knowledgeable, and patient**. She has a warm and friendly business demeanor. Everyone should be so fortunate to have Jennifer in her corner during the application process. She's top notch and an absolute gem to Noridian.

REGARDING
JENNIFER SAUDE,
Provider Enrollment



Taysia was such a pleasure to work with. She **explained what I needed to do** and in a way that did not confuse me. I really appreciated her help.

REGARDING
TAYSIA COLEMAN,
Provider Enrollment



Johnny was amazing. He pays great attention to detail; he was kind and **made the process very easy!!** Thank You!

REGARDING
JOHNNY RILEY,
Provider Enrollment



I've never come across a more helpful representative. She knew the enrollment process inside out and patiently guided me through everything. She's a real gem. Please know that her **hard work and caring attitude didn't go unnoticed**. It's so rare to find someone who genuinely cares about their job and the people they're helping.

REGARDING
FELICIA DIEMERT,
Provider Enrollment



Tina was **courteous, professional, and timely** in her support and responses to our practice. As a first timer, using PECOS for enrollment, she made it very seamless.

REGARDING
TINA WOODS,
Provider Enrollment



These statements were submitted by providers after recent communication with our Noridian Customer Experience employees.

NORIDIAN'S COMPREHENSIVE ROLE IN THE HEALTHCARE JOURNEY

Noridian's teams have multiple touchpoints along the healthcare journey. In different ways, Noridian employees help enable care for Medicare beneficiaries, Medicaid members and healthcare providers and suppliers across the country. Take a look at what Noridian teams do every day and read about the impact of that work.



PROVIDER ENROLLMENT

Credentials and enrolls providers in Medicare, Medicaid, and healthcare plans.

- Noridian works to rapidly enroll medical professionals by checking their licenses, provider numbers and practice status.
- Credentialing is the first line of defense against fraud and improper billing practices.



OUTREACH & EDUCATION

Provides robust education and outreach regarding claims and medical policy. When providers, patients and administrators have access to this information, claims can be fairly and efficiently processed. Education comes in multiple channels including:

- Personal interactions with clinical reviewers and the contact centers.
- Knowledge repositories like the Noridian Medicare portal and routine correspondence with medical associations.
- Proactively producing webinars on: medical codes with trending high error rates; policy changes or updates; and coverage determinations for emerging treatment.
- Providing tailored education for different audiences is a constant objective. For example, for Medicaid members, outreach includes directly reaching out to members during life events, including resources for people leaving the department of corrections or becoming pregnant. For Medicare durable medical equipment suppliers, outreach might include webinars for topics like changes to coverage policy related to continuous glucose monitors.



CLAIMS

Securely and efficiently processes claims to deliver fair and expected payments.

- IT and compliance experts ensure that these processes are not just prompt, but accurate and secure, protecting critical information.
- Millions of beneficiaries across the nation receive Medicare Summary Notices in the mail from Noridian detailing their Medicare Part A and Part B-covered services.





MEDICAL POLICY

Professionals with clinical experience, including doctors, medical practitioners and nurses, work with data analysts to:

- Draft, revise and implement medical coverage determinations.
- Lead workgroups across organizations to revise policy language and drive a cohesive understanding about implementation.
- Identify system edits for automated policy implementation for prompt, accurate and secure processing.



AUDIT/REIMBURSEMENT/RECOUPMENT

Ensures access to care is funded appropriately. Works to prevent fraud, waste and abuse by working with:

- Administrative Law Judge (ALJ)
- Unified Program Integrity Contractors (UPICs)
- Office of Inspector General (OIG)
- Department of Justice (DOJ)
- Federal Bureau of Investigation (FBI)



CLINICAL SERVICES

Reviews complicated claims, denials and appeals, along with provider documentation to answer status inquiries and resolve issues at the earliest level, including preventative education.

- Ensures that the patient receives the service they need and that the provider is meeting their needs with medically necessary and ethical treatment.
- Our team of close to 350 clinical reviewers, including RNs and MDs with clinical experience, work with data experts to help make sure that patients receive the medically necessary care for which they are eligible.

SUPPORT FUNCTIONS

Noridian's support functions safeguard the company's health through compliance, risk management, financial oversight and workforce development. This enables us to deliver reliable, sustainable healthcare administrative services to the community.



WORKING TOGETHER FOR THE FUTURE: ARTIFICIAL INTELLIGENCE AND MEDICAL POLICY

Cory Hayes and Jeanna Blitz, on Noridian's Medical Policy team, have been diligently working on an Artificial Intelligence (AI) white paper series. The first of the series was published in 2024.

The article titled "Demystifying Regulatory Hurdles: How to Navigate FDA Approval for AI-enabled Medical Devices" is now viewable on MedTech Intelligence, a platform which sees 3,324 unique visitors per month.

The published white paper serves as a glimpse for how manufacturers of AI-enabled devices should determine which approval pathway is most appropriate.



**Scan QR code
to view article**

AI ETHICS TRAINING FOR PHYSICIANS

The American Medical Association recently awarded The Health AI Partnership, a grant to develop AI ethics training content tailored specifically for physicians. Noridian Medical Director Jeanna Blitz has been invited to contribute to the development of the educational content.

The Health AI Partnership is a national collaborative to improve the safe and effective use of AI in healthcare delivery organizations. CMS participates in the Health AI partnership as a federal observer. This new educational content on ethical considerations for AI in healthcare will be used to train leaders from healthcare organizations across the country. Dr. Blitz says: "I am honored to contribute to this important and timely project with significant merit."

ABOUT THE AUTHORS:



JEANNA BLITZ,
Contractor Medical Director

Jeanna Blitz, MD, FASA, DFPM is a Contractor Medical Director at Noridian Healthcare Solutions. She is responsible for developing new Local Coverage Determinations (LCDs) and completing LCD redeterminations and revisions. A graduate of the Albert Einstein College of Medicine, Dr. Blitz completed her residency in Anesthesiology at the Massachusetts General Hospital in Boston, MA. She is a board-certified anesthesiologist, who subspecializes in perioperative medicine.



CORY HAYES,
Supervisor Research and Medical Policy

Cory Hayes is a Supervisor of Research and Medical Policy at Noridian Healthcare Solutions. He is responsible for conducting evidentiary summaries and appraisals of clinical literature to help inform and justify medical policy decision-making at the Local Coverage Determination (LCD) level. Since earning a Master of Public Health (MPH) from the University of Pittsburgh, Hayes has been dedicated to improving patient outcomes by utilizing his more than five years of medical literature review and appraisal experience. Prior to Noridian, he authored health technology assessments (HTAs) for Hayes, Inc.

SENIOR LEADERSHIP TEAM

TROY ASWEGE

Senior Vice President,
Operations

RANGA NUTAKKI

Senior Vice President, General
Counsel, Corporate Secretary

TODD KNAIN

Senior Vice President,
Chief Information Officer

LAURA WERK

Senior Vice President,
Chief Financial Officer



OUR MISSION

ENABLE ACCESS TO CARE.

ELIMINATE BARRIERS.

ELEVATE PEOPLE.

OUR VISION

Be the name trusted for
solutions that put people first.

JON BOGENREIF
President,
Chief Executive Officer

CATHY BENOIT
Senior Vice President,
Customer Relations

WOODY BARELA
Senior Vice President,
Chief Growth Officer

JENNIFER SANDELL
Senior Vice President,
Strategy & Enterprise
Risk Management

BOARD OF DIRECTORS

Dan Conrad
Chair

Karen Klein
Vice Chair

Peter Zimmerman
Member

Amy Caro
Member

David Sprynczynatyk
Member

Tim Huckle
Member

Cyndee Thormodson
Member

Charlene Frizzera
Member – In Memoriam

FINANCIAL STATEMENT

BALANCE SHEET

DECEMBER 31, 2024 AND 2023

2024

2023

ASSETS

CURRENT ASSETS

Cash & Cash Equivalents	\$44,203,827	\$29,764,143
Receivables	\$64,230,617	\$54,783,030
Prepaid Expenses	\$9,606,786	\$7,610,765
Total Current Assets	\$118,041,230	\$92,157,938

OTHER ASSETS

Prepaid Costs	\$6,692,613	\$6,112,909
Due from BCBSND—Future Tax	\$5,361,446	\$4,410,645
Total Other Assets	\$12,054,059	\$10,523,554

INVESTMENTS HELD BY PARENT CO

Invest Pooling - BCBSND/Noridian	\$516,548	\$17,296,450
Total Investments Held by Parent Co	\$516,548	\$17,296,450

OPERATING LEASE RIGHT-OF-USE

Operating Lease Right-of-Use	\$265,306	\$351,423
Total Operating Lease Right-of-Use	\$265,306	\$351,423

FIXED ASSETS

Equipment, Leasehold Improvements & Software	\$46,268,455	\$44,923,442
Less Accumulated Depreciation	\$(44,462,620)	\$(42,096,679)
Total Fixed Assets	\$1,800,835	\$2,826,763

TOTAL ASSETS

\$132,677,978	\$123,156,128
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Noridian is a wholly owned subsidiary of HealthyDakota Mutual Holdings (HDMH).

BALANCE SHEET**DECEMBER 31, 2024 AND 2023****2024****2023****LIABILITIES AND MEMBERS' EQUITY****CURRENT LIABILITIES**

Accounts Payable	\$38,251,483	\$21,505,565
Current Maturities of Operating Lease Liability	\$104,752	\$189,440
Accrued Compensation	\$32,021,104	\$27,435,800
Due to BCBSND	\$1,218,024	\$847,627
Due to BCBSND—Federal Income Tax	\$5,220,772	\$4,353,306
Total Current Liabilities	\$76,816,135	\$54,331,738

LONG TERM LIABILITIES

Operating Lease Liability, Less Current Maturities	\$160,554	\$161,879
Total Long Term Liabilities	\$160,554	\$161,879

MEMBERS' EQUITY

Members' Equity	\$55,701,290	\$68,662,512
Total Members' Equity	\$55,701,290	\$68,662,512

**TOTAL LIABILITIES AND
MEMBERS' EQUITY**

\$132,677,978	\$123,156,128
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