



**We are glad you are here!**

# **Updated TBI Waiver and Provider Enrollment**

**September 26, 2023**

**Presented by the Division of Developmental Disabilities  
Home and Community-Based Services**

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Agenda

---

- General TBI Waiver Information
- Provider Overview and Critical Incident Management Process
- Introduction to Updated Services and Provider Requirements.
- Specialized TBI Training
- Resource Development Contacts

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# General TBI Waiver Information

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Medicaid HCBS Waiver Participants

---

- All people receiving services from any Nebraska Medicaid HCBS Waivers must:
  - Be a citizen or legal resident of US;
  - Be a legal resident of the state of Nebraska;
  - Be eligible for and receiving Nebraska Medicaid;
  - Have a need for waiver services; and
  - Meet the level of care requirement for the waiver they receive.
- A person may meet eligibility requirements for more than one waiver but may only receive services under one waiver at a time.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# TBI Waiver Eligibility Requirements

---

To be eligible to receive TBI Waiver services, a person must:

- Be age 18 years or older
- Disabled within Social Security criteria
- Have a diagnosis of traumatic brain injury\*
  - Non-degenerative, non-congenital insult to the brain from an external mechanical force;
  - Possibly leading to permanent or temporary impairment of cognitive, physical, and psychosocial functions; and
  - An associated diminished or altered state of consciousness (at the time of diagnosis).
- Meet nursing facility level of care ([471 NAC 44](#))

*\*This program is not for acquired brain injury caused by strokes, tumors, and other non-traumatic causes. The term TBI does not apply to brain injuries induced or caused by birth trauma.*

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Nursing Facility Level of Care (471 NAC 44)

003.01(A) LEVEL OF CARE DETERMINATION FOR ADULTS AGE 18 OR OLDER. A person must satisfy one of the four following categories to meet nursing facility level of care (NF LOC) eligibility:

- (1) A limitation in at least three activities of daily living (ADL) and one or more risk factors;
- (2) A limitation in at least three ADL and one or more medical conditions and treatments;
- (3) A limitation in at least three ADL and one or more areas of cognitive limitation; or
- (4) A limitation in at least one ADL and at least one risk factor and at least one area of cognitive limitation.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Expanded Traumatic Brain Injury Waiver

---

- The Division is expanding the TBI Waiver starting October 1, 2023.
- Changes will include:
  - More services available for TBI Waiver participants in their own homes;
  - New service options;
  - Increasing availability for care throughout the state; and
  - Potential to expand the provider network.

**Existing and new providers are encouraged to enroll to serve participants on the TBI Waiver.**

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Provider Overview and Critical Incident Management Process

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*



# HCBS Provider Requirements

---

Waiver provider standards include, but are not limited to:

- Be age 19 years or older and authorized to work in the United States.
- Not be legally responsible for the participant.
- Be a Medicaid provider and comply with all applicable licensure standards, regulations (Nebraska Administrative Code), and Nebraska State Statutes.
  - Maximus enrollment occurs through a referral from your Resource Development worker.
- Adhere to standards described in the Provider Agreement.
- Have computer skills and access to technology for Electronic Visit Verification (EVV), when required.
- Have computer skills and access to technology for the case management system, when required.
- Complete required DHHS trainings.
- Participate in the Critical Incident Management Process.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Critical Incident Management Process

---

When a reportable incident occurs, the provider must make a verbal report to the Service Coordinator within four (4) hours including:

- The participant's name;
- The type of incident being reported;
- A summary of the incident;
- A summary of actions taken immediately to ensure the safety of the participant and others; and
- The provider's name, address of the incident, and anyone who witnessed the incident.

*Recorded presentations and additional information about the Critical Incident Management Process can be found on the AD & TBI Provider webpage: <https://dhhs.ne.gov/Pages/AD-Provider.aspx>.*

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Reportable Incident Categories

---

- Actual or Potential Airway Obstruction
- Allegation or Suspicion of Abuse, Neglect, or Exploitation of a Participant
- Communicable Disease
- Death of a Participant
- Emergency Situations
- Falls with Injury Requiring More than First Aid
- Fatal 5
- Incidents Involving Emergency Personnel Requiring Emergent Response
- Infestations
- Injury of Unknown Origin Raising Suspicion
- Incidents Requiring Medical or Nursing Intervention Beyond First Aid
- Medication Errors
- Misconduct Not Involving Law Enforcement
- Missing Person(s)
- PRN Psychotropic Medications
- Property Damage
- Suicide Attempts
- Swallowing Inedible Items
- Unplanned Hospitalization, Emergency Room, or Urgent Care Facility
- Use of Emergency Safety Intervention
- Use of Restraint or Prohibited Practices
- Vehicle Accident

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Introduction to Updated Services and Provider Requirements

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Services

---

- **TBI Personal Care** – Includes assistance with activities of daily living (ADLs) and health-related tasks and may include instrumental activities of daily living (IADLs). It is provided in a person's home and community.
- **TBI Companion** – Includes supervision and social supports provided in a person's home and possibly community settings. This service may include light housekeeping tasks, paying bills, errand services, essential shopping, food preparation, and laundry service.
- **TBI Respite** – A short-term service for when a participant cannot care for themselves. Provides temporary relief to the usual caregiver who lives with the participant. Includes helps with activities of daily living, health maintenance, and supervision. This service is limited to 360 hours annually.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Service Codes & Requirements

Provider requirements for the following include but are not limited to:

- **TBI Personal Care: 6222**
  - Specialized TBI training
  - Electronic Visit Verification required
- **TBI Companion: 7934**
  - Specialized TBI training
  - Electronic Visit Verification required
- **TBI Respite Care: 3471 and in-home 6688\***
  - Specialized TBI training
  - \*Electronic Visit Verification required for 6688 code

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Services

---

- **TBI Adult Day Health** – Includes social and health activities provided outside the participant's home. Includes personal care, health assessment and nursing services, meal services, recreational therapy supportive services, and other activities.
- **Supported Employment – Individual** – Provides a job coach for one-to-one teaching to help a participant keep their competitive job. This service is provided at the participant's job. Provider helps with job skills and referrals for other resources.
- **Supported Employment – Follow-Along** – Helps the participant keep their competitive job. This service may be provided to the participant directly or by communicating with the participant's employer on their behalf.
- **Community Connections** – Supports and assists the participant to participate in community or social activities. This service is limited to 360 hours annually and does not include ADLs.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Service Codes & Requirements

Provider requirements for the following services include but are not limited to:

- **TBI Adult Day Health: 3336**
  - Specialized TBI training
  - Licensure standards 175 NAC 5
  - HCBS settings rule: ensure services are provided in an integrated community-based setting
  - Written plan for the participant while in services
- **Supported Employment – Individual: 2207 and Follow-Along: 8190**
  - Specialized TBI training
  - Bachelor’s degree **or** equivalent coursework/training **or** four or more years experience/life experience **or** combination
  - Provided at the work site where persons without disabilities are employed
  - Monthly summary reports on the progress of job stabilization
- **Community Connections: 2202**
  - Specialized TBI training

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*



# New TBI Waiver Services

---

- **Personal Emergency Response System (PERS)** – An electronic device used to help a participant contact someone in an emergency.
- **Chore** – Assists with maintaining health and safety in the participant's home. Includes tasks such as in-home cleaning, care of household equipment, minor repairs, and lawn care.
- **Non-Medical Transportation** – Provides transportation to and from community services and resources outlined in the person-centered plan. Helps the participant continue living at home.
- **Home Delivered Meals** – Meals prepared outside the participant's home and delivered to their home.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Service Codes & Requirements

Provider requirements for the following include but are not limited to:

- **Personal Emergency Response System (PERS): 3447**
  - Ensure response is provided 24 hours per day, seven days per week
  - Furnish replacement PERS unit within 24 hours of malfunction
  - Ensure monthly testing of the PERS unit
  - Update responder contacts semi-annually
- **Chore: 6496**
  - Qualifications, experience, and ability in carrying out services comparable to those authorized

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# New TBI Waiver Service Codes & Requirements

---

Provider requirements for the following include but are not limited to:

- **Non-Medical Transportation: 4677, 2772, 2556, 7122, 7593, 6579, 7272, 4592, 9660, and 5520**
  - A valid driver's license with no more than three points assessed against their Nebraska license within the past two years or a comparable standard in the state of their driver's license
  - Have not had their driver/chauffeur's license revoked within the past three years
  - Maintain the minimum vehicle insurance coverage required by state law
  - Independent providers: use their own personally registered vehicle
- **Home Delivered Meals: 9040**
  - Deliver meals in a sanitary manner, using methods to maintain proper food temperatures
  - Provide meals which contain at least 1/3 of the recommended daily nutritional allowance
  - Menus available to DHHS
  - Follow applicable laws and regulations in the Nebraska Food Code (Neb. Rev. Stat. 81-2, 257.01), 175 NAC

# TBI Supported Residential Living (Assisted Living)

- Provided in a homelike, non-institutional setting.
- Includes personal care and supportive services, including 24-hour response capability to meet scheduled or unpredictable participant needs and provide supervision, safety, and security.
- Services available to the participant: health maintenance activities, medication administration, transportation, escort services, activities, essential shopping, housekeeping services, laundry services, and personal care services.
  - *Escort service* is accompanying or physically assisting a participant who lives in an assisted living facility and is unable to access medical care without supervision or assistance.
  - *Activities* are social and recreational programming.
- Nursing and skilled therapy are incidental, rather than integral.
- Payment is **not** made for 24-hour skilled care.

# TBI Supported Residential Living Codes & Requirements

Provider requirements for the following include but are not limited to:

- **TBI Supported Residential Living: 30, 31, 32, and 33**
  - Have an annual resident service agreement for each participant, including a lease agreement and specifics about their care (medication, dietary requirements, and limitations).
  - Provide a private room including a bathroom with a toilet and sink for each participant.
    - Semi-private rooms are considered on a case-by-case basis and require prior approval.
  - Provide essential furniture including, at a minimum, a bed, dresser, nightstand or table, and chair, when a participant does not have those items.
  - Supply normal, daily personal hygiene items including, at a minimum, soap, shampoo, toilet paper, facial tissue, laundry soap, feminine hygiene products, and dental hygiene products.
  - Provide privacy in the unit, including lockable doors and access by the participant to the facility and to the individual apartment.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# TBI Supported Residential Living Codes & Requirements

- **TBI Supported Residential Living: 30, 31, 32, and 33 – CONTINUED**
  - Specialized TBI training for employees who provide care to TBI Waiver participants.
  - Communicate with Resource Development worker and DDD staff to acknowledge ability to serve TBI Waiver participants.
  - HCBS settings rule requirements, including annual setting assessment.
  - Comply with heightened scrutiny reviews, when required.
  - Follow licensure regulations in Title 175 NAC 4.
  - When the assisted living facility already serves participants on the AD Waiver, no additional enrollment in Maximus is needed.
  - Uploading the specialized TBI training certificate in Maximus is required.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Specialized TBI Training

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Specialized TBI Training Requirement

---

Specialized TBI training is required for all providers and their employees in order to provide direct care to TBI Waiver participants for the following services:

- Supported Residential Living (*formerly Assisted Living*) (30,31,32, and 33)
- TBI Adult Day Health (3336)
- Supported Employment – Individual (2207)
- Supported Employment – Follow-Along (8190)
- Community Connection (2202)
- Personal Care (6222)
- Companion (7934)
- Respite (3471 and 6688)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*



# Provider Training from DHHS

---

- Training provides fundamental TBI information and strategies through videos, handouts, and learning assessments for each module.
- Each module will take approximately 1.5 hours:
  - Module 1: Brain Injury 101 & Participant Rights
  - Module 2: Strategies for Cognition in Someone with Brain Injury
  - Module 3: Strategies for Emotional and Behavioral Support
  - Module 4: Providing Physical Supports to Someone with Brain Injury
- Training will be delivered electronically by email.
- Training can be completed either in one day or over eight days.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Training Timeline – One-Day Option

---

- Trainings are offered on Tuesdays and Thursdays beginning at 8:00 a.m.
- Depending on successful passage of assessments, you will be done by 4:30 p.m.
  - Each assessment needs to be completed successfully before the next module can be assigned.
- There will be a one-hour break at 12:00 p.m.
- Schedule:
  - 8:00 a.m. - 9:30 a.m. Traumatic Brain Injury 101 & Participant Rights Presentation
    - 9:30 a.m. - 10:00 a.m. Learning Assessment
  - 10:00 a.m. - 11:00 a.m. Strategies for Cognition in Someone with Brain Injury
    - 11:00 a.m. - 11:30 a.m. Learning Assessment
  - 1:00 p.m. - 2:00 p.m. Strategies for Emotional and Behavioral Support
    - 2:00 p.m. - 2:30 p.m. Learning Assessment
  - 3:00 p.m. - 4:00 p.m. Providing Physical Supports to Someone with Brain Injury
    - 4:00 p.m. - 4:30 p.m. Learning Assessment

# Training Timeline – Eight-Day Option

---

- Training is spread over eight days, beginning on Mondays.
  - Schedules exclude weekends and holidays.
  - On days 1, 3, 5, and 7 training videos and handouts are assigned.
  - On days 2, 4, 6, and 8 the corresponding assessment is assigned.
  - The assessment needs to be successfully completed before the next module is sent.
- Schedule:
  - Day 1: Module 1 Brain Injury 101 & Participant Rights
    - Day 2: Module 1 Assessment
  - Day 3: Module 2 Strategies for Cognition
    - Day 4: Module 2 Assessment
  - Day 5: Module 3 Emotional & Behavioral Support
    - Day 6: Module 3 Assessment
  - Day 7: Module 4 Physical Support
    - Day 8: Module 4 Assessment

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Registering for TBI Provider Training

---

Providers and their employees will register online through one of the following forms:

- Agency Provider Enrollment: <https://forms.gle/igaAwhJri9hueHgE9>
  - *Assisted Living Facilities use the Agency Provider form.*
- Agency Employee Enrollment: <https://forms.gle/48snnfcvo6yydh8TA>
- Independent Provider Enrollment: <https://forms.gle/GhXC3X78vJDffbBW6>

*Allow two business days for an email confirming enrollment and the start date of your training.*

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Agency Providers and Assisted Living Facilities

- DHHS will issue a certificate of completion, which must be loaded in Maximus.
- You may use an alternative TBI-specific training if approved by the Division of Developmental Disabilities. If you use an alternative TBI-specific training plan, it must be loaded in Maximus.
- You must have Policies and Procedures for direct care employees to complete training before serving TBI Waiver participants.
  - Employees must complete training and have their certificate of completion before providing services.
  - You must keep certificates of completion for each employee providing services to TBI Waiver participants.
  - Files will be reviewed by DHHS at annual renewal meetings and by request.
- In addition to TBI-specific training, you must comply with other provider enrollment requirements

# Resource Development Contacts

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Connect with a Resource Development Worker

- Existing Aged and Disabled (AD) Waiver providers already work with a Resource Development worker or Service Coordination office.
- Developmental Disability (DD) waiver providers, or providers who only serve children on the AD Waiver need to connect with their local League of Human Dignity office or Area Agency on Aging for a Resource Development worker.
- Review TBI service details and have service codes when you contact the office.
  - TBI Waiver Services webpage: <https://dhhs.ne.gov/Pages/TBI-Services.aspx>.
  - Review the TBI Waiver Appendix C, when available: Regulations and Waivers for DDD: <https://dhhs.ne.gov/Pages/DD-Regulations-and-Waivers.aspx>.
- Agencies who are new to serving waiver participants will discuss their business plan and existing work with Resource Development.
  - Policies and Procedures for hiring and reporting practices are required.

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# Area Agencies on Aging – Call for an Appointment

## **Aging Office of Western Nebraska (AOWN)**

1617 Broadway, Suite 122  
Scottsbluff, NE 69361  
(308) 635-0851 or (800) 682-5140

## **Aging Partners**

600 S. 70<sup>th</sup> Street, Building 2  
Lincoln, NE 68510  
(402) 441-7070 or (800) 247-0938

## **Blue Rivers Area Agency on Aging**

103 Eastside Boulevard  
Beatrice, NE 68310  
(402) 223-1376 or (888) 989-9417

## **Eastern Nebraska Office on Aging**

4780 South 1311 Street  
Omaha, NE 68137  
(402) 444-6536 or (888) 554-2711

## **Midland Area Agency on Aging**

2727 West 2<sup>nd</sup> Street, Suite 440  
Hastings, NE 68901  
(402) 463-4565 or (880) 955-9714

## **Northeast Nebraska Area Agency on Aging**

119 W Norfolk Avenue  
Norfolk, NE 68701  
(402) 370-3454 or (800) 672-8368

## **South Central Nebraska Area Agency on Aging**

620 East 25<sup>th</sup> Street, Suite 12  
Kearney, NE 68847  
(380) 234-1851 or (800) 658-4320

## **West Central Nebraska Area Agency on Aging**

115 North Vine  
North Platte, NE 69101  
(308) 535-8195 or (800) 662-2961

**NEBRASKA**

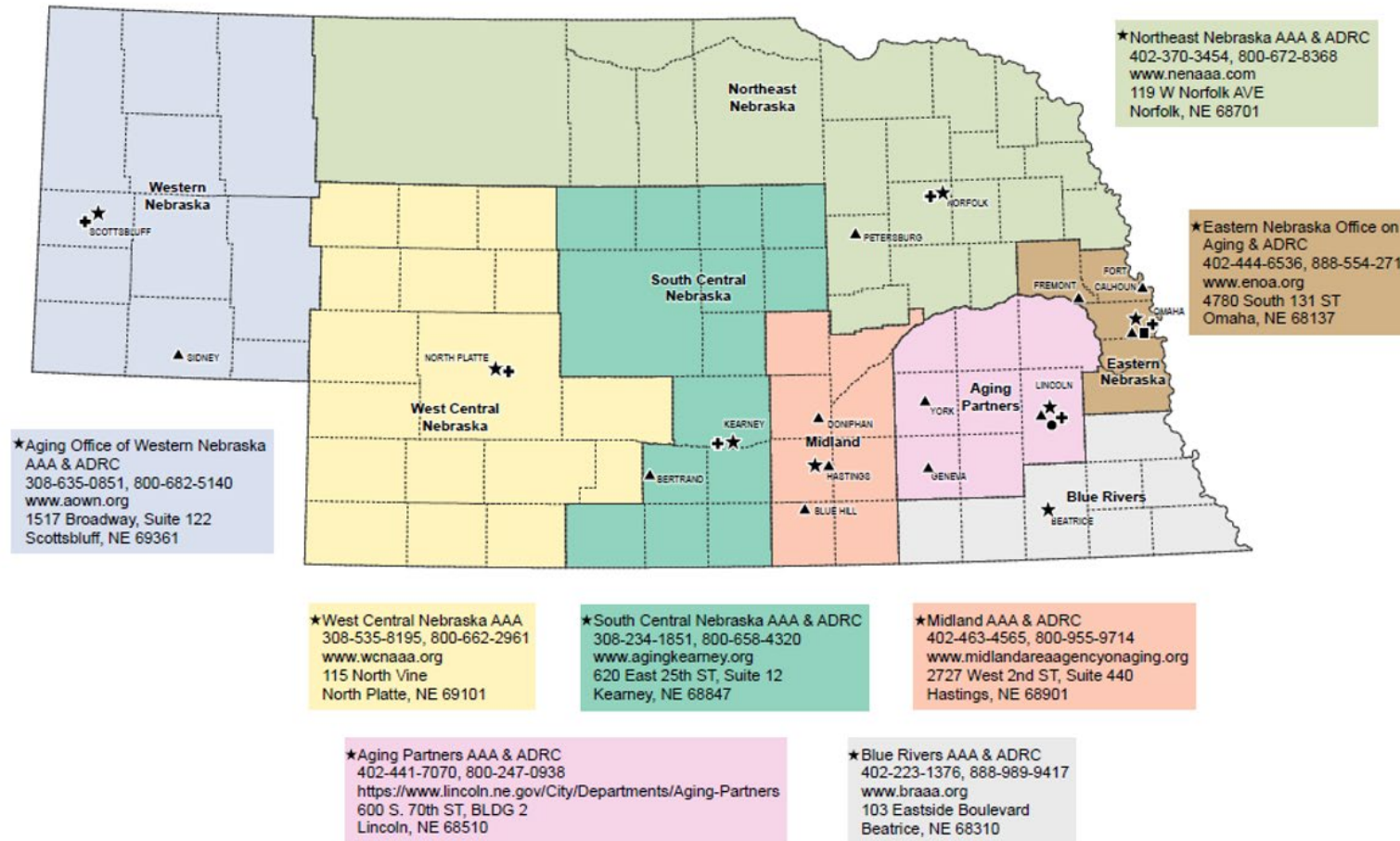
Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*



# Area Agency on Aging Map



**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

# League of Human Dignity – Call for an Appointment

## League of Human Dignity Kearney

3811 29<sup>th</sup> Avenue, Suite 2

Kearney, NE 68845

(308) 224-3665 or (877) 544-3296

## League of Human Dignity Lincoln

1701 P Street

Lincoln, NE 68508

(402) 441-7871 or (888) 508-4758

## League of Human Dignity Norfolk

400 Elm Street

Norfolk, NE 68701

(402) 371 - 4475 or (800) 843-5785

## League of Human Dignity North Platte

2509 Halligan, Suite B

North Platte, NE 69101

(308) 532-4911 or (877) 870-4911

## League of Human Dignity Omaha

5513 Center Street

Omaha, NE 68106

(402) 595-1256 or (800) 843 -5784

## League of Human Dignity Scottsbluff

17 East 21 Street

Scottsbluff, NE 69361

(308) 632-0470 or (877) 298-1380

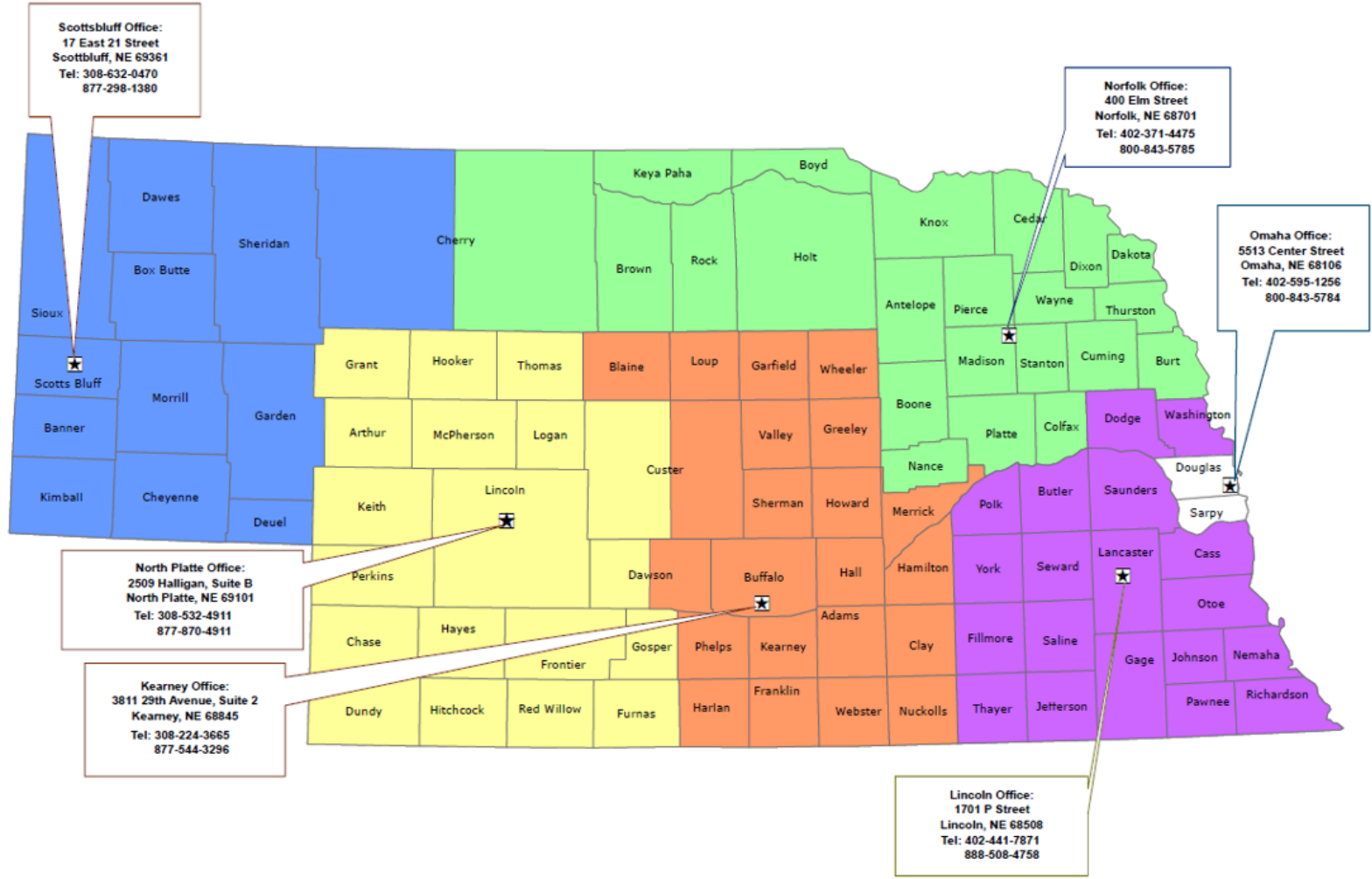
**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

# League of Human Dignity Map of Waiver Offices



**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

## DDD Contacts

Karen Houseman

DHHS Program Manager II  
[Karen.Houseman@Nebraska.gov](mailto:Karen.Houseman@Nebraska.gov)

(402) 471-9329

Tonia Nantkes

Division Training Coordinator  
[Tonia.Nantkes@Nebraska.gov](mailto:Tonia.Nantkes@Nebraska.gov)

(531) 893-3234



@NEDHHS



NebraskaDHHS



@NEDHHS

[dhhs.ne.gov](http://dhhs.ne.gov)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*