Orientation for Prospective Independent Providers of DD Community-Based Services

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Governor Pete Ricketts

Vision:

Grow Nebraska

Mission:

Create opportunity through more effective, more efficient, and customer focused state government

Priorities:

- Efficiency and Effectiveness
- Customer Service
- Growth
- Public Safety
- Reduced Regulatory Burden

We Value:

- The Taxpayer
- Our Team
- Simplicity
- Transparency
- Accountability
- Integrity
- Respect

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Orientation Overview

- General Information and Core Requirements
- Services and Specific Requirements
- Referral and Enrollment
- Providing Services
- Participant Rights and Person-Centered Planning

Orientation is provided by:

Divisions of Developmental Disabilities and Public Health
Department of Health and Human Services
State of Nebraska

Revised July 2020

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Part 1:
General Information and Core Requirements

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Division Responsibilities

- The goal of Medicaid Home and Community-Based Services (HCBS) Developmental Disabilities (DD) Waiver services is to help participants live, work, and more fully participate in their community.
- The Division of Developmental Disabilities (DHHS-DD) works with Medicaid Home and Community-Based Services (HCBS) DD Providers to provide **essential habilitation (training and support)** for eligible Nebraskans with developmental disabilities.

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Medicaid's Role in DD Services

- DHHS-DD receives federal funding for services through Federal Medicaid HCBS Waivers.
- Because of this, all HCBS DD Providers (independent and agency) ***must*** be Medicaid Providers and be thoroughly familiar with Medicaid provider requirements.
- The Code of Federal Regulation (CFR), 42 C.F.R. 455, Subpart E, requires State Medicaid Agencies to conduct specific screening activities prior to the enrollment of providers.

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Agency vs. Independent Providers

Agency (Specialized) Services

- Provided by community-based agency providers certified by DHHS-Public Health.
- The agency is responsible for administration, including hiring, training, and dismissing direct-care staff.
- The agency provider schedules staff and bills for services.
- The agency is responsible for assuring all their staff have education, experience, and other requirements.

Independent (Non-Specialized) Services

- Provided by independent providers hired, trained, and dismissed directly by the participant.
- The participant is responsible for ensuring the provider can meet their needs.
- The independent provider is responsible for keeping their own schedules and billing for services.

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Independent Provider General Information

- An independent provider is hired by a Medicaid HCBS DD Waiver participant or their guardian.
- An independent provider may be a provider for only one participant or may be a provider for more than one participant.
- An independent provider is not an employee of the State of Nebraska or any DD agency provider.
  - An independent provider is a “contractor.”
- An independent provider is responsible for marketing their availability and skills to participants, when desired.
- An independent provider is responsible for paying their own taxes.
  - Homemaker and Respite (In-Home) generally treat payments as W-2 taxable income.
  - All other DD waiver services generally treat payments as 1099 taxable income.

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Core Requirements for ALL Providers

All providers must meet these general requirements:

1. Be authorized to work in the United States
2. Not be an employee of DHHS-DD
3. Enroll as a Medicaid Provider
4. Work drug-free and maintain a drug-free workplace
5. Follow all statutes, regulations, and policies governing Medicaid and DD Services (including the Policy Guide and Provider Bulletins)
   - Policy Guide: an upcoming public document that will provide guidance to providers, participants, and the public.
   - Provider Bulletins: documents for providers periodically issued by DHHS to supplement or clarify current regulations, policy, or practice.
6. Follow HIPAA (Health Insurance Portability and Accountability Act) rules

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Core Requirements for ALL Providers (continued)

7. Have access to and the ability to use the state-mandated web-based case management system (Therap)
8. Comply with billing requirements, including submitting thorough and accurate claims electronically through Therap
9. Be able to meet the participant's needs:
   - Follow and implement the participant's Individual Support Plan (ISP);
   - Be physically able to provide services to the participant;
   - Know what to do in emergency situations;
   - Be responsible for the participant's safety and property; and
   - Take steps to prevent incidents of abuse, neglect, and exploitation.
10. Not be legally responsible for the participant when providing direct services
    - Parent to a participant under age 19;
    - Guardian, Conservator, or Power of Attorney; or
    - The participant's spouse.

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Core Requirements for ALL Providers (continued)

11. Avoid all conflicts of interest or appearances of conflicts of interest
12. Create and collect data on habilitation programs when habilitation services are provided
13. Respond to the participant's health needs and physical conditions as needed or required by the ISP
14. If transportation is provided as a part of service delivery:
    - The vehicle must have the minimum required liability insurance;
    - The driver must have a valid driver's license;
    - The vehicle must meet the participant's specific needs; and
    - The vehicle must be in good working order, including seatbelts.

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Core Requirements for ALL Providers (continued)

15. Understand how to recognize and report any suspected Abuse, Neglect, and Exploitation to the DHHS Hotline or Law Enforcement.

    Abuse and Neglect Hotline: 800-652-1999

16. Understand Incident Reporting (GER) including:
    - What incidents are reportable;
    - Who to report incidents to;
    - Timeframe in which incidents must be reported; and
    - How to report these incidents using the GER form.
    - There is a guide available to assist with completing GERs which can be found at https://www.therapservices.net/resources/nebraska/NewGERinstructionsguide.pdf

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State-Mandated Web-Based Case Management System

- Nebraska's state-mandated web-based case management system is called **Therap**.
- Independent providers are *required* to use Therap to document the following:
  - Billing and Attendance
  - Incident Reporting (General Event Reports—GERs)
  - Habilitation Programs and data collection
  - Employment Module
  - Health Tracking Module
- Independent providers may use other modules in Therap as requested by the participant or guardian.

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Part 2:
Services and Specific Requirements

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Independent Provider Services and Codes

Habilitative Services	
6845	Habilitative Community Inclusion
2639	Independent Living
7494	Supported Family Living
9695	Supported Employment Individual
2141	Supported Employment Follow Along

All services are described in the DD Policy Manual, chapter 8: http://dhhs.ne.gov/Guidance%20Docs/DHHS-DD%20Policy%20Manual.pdf

- Habilitative services have a teaching component.
- Each habilitative service must have an ISP Program.
- Habilitative services have specific provider requirements in addition to the general requirements.

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Independent Provider Services and Codes

Non-Habilitative Services	
8148	Respite Independent In Home
9042	Respite Independent Out of Home
3764	Transportation
9393	Homemaker

All services are described in the DD Policy Manual, chapter 8: http://dhhs.ne.gov/Guidance%20Docs/DHHS-DD%20Policy%20Manual.pdf

- Non-Habilitative services do not have a teaching component.
- These services do not require an ISP Program.
- There are no extra provider requirements for these services.

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Independent Provider Services and Codes

Other Services	
1398	Home Modifications
6995	Vehicle Modifications
2633	Environmental Modification Assessment
9418	Assistive Technology and Supports
7835	Transitional Services
7783	Consultative Assessment Service

All services are described in the DD Policy Manual, chapter 8: http://dhhs.ne.gov/Guidance%20Docs/DHHS-DD%20Policy%20Manual.pdf

- These services do not have a teaching component.
- These services require specific qualifications addition to the general provider requirements or the service is for purchasing goods.

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Independent Provider Requirements

- Enrollment cannot be completed until these requirements are met.
- The following requirements must be completed or obtained ***prior to*** enrollment as a Medicaid Provider:
  - Training on Abuse, Neglect, and Exploitation and State Law Reporting Requirements.
    - Free training is available online: http://dhhs.ne.gov/DD%20Documents/DD%20Abuse-Neglect%20Training.pdf
  - Personal Identification or Driver's License
    - A Valid ID indicating the provider is age 19 years or older will be accepted for services that do not include transportation.
    - Driver's license will be required for services that include transportation.
  - Cardiopulmonary Resuscitation and First Aid (CPR/FA)
    - **CPR cannot be an online course *only***
    - **The CPR course *must* have a hands-on skill evaluation**
    - First aid can be online only.

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Independent Provider Habilitation Requirements

For Habilitative Services, the following is required ***in addition to*** the requirements on the previous slide:

- A bachelor's degree in a human service field from an accredited college/university (Certified copies of transcripts must be provided if using any education to meet the requirement.)

OR • Four or more years of professional experience in the provision of habilitative services for people with disabilities

OR • Four or more years of life experience teaching and supporting a person with a disability

OR • Any combination of education, professional experience, or life experience totaling four years (48 months)

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Part 3:
Referral and Enrollment

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Referral Process – Role of Service Coordination

- A participant or guardian notifies his/her Service Coordinator (SC) that he/she would like to work with an independent provider.
- The participant chooses a person to be hired.
- The SC will:
  - Discuss the services and supports outlined in the participant's Individual Support Plan (ISP) with the potential independent provider;
  - Complete the SC portion (second page) of the Medicaid enrollment referral form; and
  - Send the referral form and a guidance document to the participant or guardian to be completed.

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Referral Process – Roles of Participant and Provider

- When a participant or guardian receives the referral form from his/her SC, they fill out the remainder of the form with the potential independent provider.
- The participant, guardian, or independent provider sends the completed referral form (pages 1 and 2) to DHHS-DD electronically to begin the Medicaid enrollment process:
  - Email to dhhs.ddproviderreferrals@nebraska.gov or
  - Fax to 402-742-2309

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Medicaid Enrollment – Getting Started

- When the completed referral form is received by DHHS-DD, we enter it into Maximus.*
- The independent provider is directed to complete the remainder of the enrollment information:
  - Maximus sends an email with the website.
  - DHHS sends an email with referral number and links to instructions.
- Enrollment information is entered into Maximus by the provider.
- Instructions are available on the Maximus web portal:
  - New Account creation: https://www.nebraskamedicaidproviderenrollment.com/Documents/1HCBSAccountCreation.pdf
  - New Enrollment and Revalidations: https://www.nebraskamedicaidproviderenrollment.com/Documents/3HCBSNewEnrollmentandRevalidationsNewtothePortal.pdf
  - Updating enrollment: https://www.nebraskamedicaidproviderenrollment.com/Documents/4HCBSUpdatingInformation.pdf

**Maximus is the Medicaid-contracted enrollment broker.*
All Medicaid provider enrollment is done through Maximus.

Medicaid Enrollment – Central Registry Checks

- As a part of Medicaid enrollment, the independent provider must complete Adult Protective Services/Child Abuse and Neglect (APS/CAN) Central Registry checks.
- The independent provider is responsible for conducting their initial APS/CAN Central Registry checks.
- The Independent Provider ***must*** use the central registry link sent by Maximus. When the specific link is not used, Maximus does not get the results: https://ecmp.nebraska.gov/DHHS-CR/CheckRequest/BeginOrgCheck/80274111
- The best practice is to email results to Maximus at nebraskamedicaidpse@maximus.com when received.

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Medicaid Enrollment – Updating

- Information that should be regularly checked and updated in Maximus:
  - Name
  - Address
  - Phone Number
  - ****Email Address**** (very important since most correspondence is email)
  - Bank Account Information
  - Drivers License Expiration
  - CPR/First Aid Expiration
  - Any Professional License Expiration (if applicable)
- ***Any*** change made in Maximus requires the provider to re-attest to all agreements on the agreements page.

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Medicaid Enrollment – Annual Screening

- Every year, ***every*** provider is screened.
- Screening includes:
  - Criminal History Background check;
  - APS/CAN Central Registry check; and
  - Expiration checks on Driver's License, CPR/First Aid Certification, and any professional licenses
- The independent provider will be sent three emails (90 days, 60 days, and 30 days) prior to the screening due date.
  - The email contain information and instructions.
  - ***It is very important the email address in Maximus is up-to-date and regularly checked (including the SPAM folder).***
- When the screening process is ***not*** completed, including any updates to Driver's Licenses, CPR/First Aid, and APS/CAN Central Registry Checks, the Medicaid enrollment is ***terminated*** and ***the provider cannot be paid*** for services until re-enrolled.
  - Medicaid cannot back date enrollment.
  - DHHS cannot pay a non-Medicaid provider for waiver services.

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Part 4:
Providing Medicaid HCBS DD Services

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Providing Medicaid HCBS DD Services

- When Maximus completes the screening, and the provider is approved, Maximus sends an email to the independent provider saying they are enrolled as a Medicaid Provider.
  - This email is copied to DHHS-DD and the Service Coordinator (SC).
- Within a few days, DHHS-DD assigns a Therap user name and password and emails it to the independent provider.
  - Therap webpage for independent providers: https://help.therapservices.net/app/nebraska-independent-providers
- When the independent provider receives the enrollment email and access to Therap, they can start providing DD services.

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Payment Rates

- There are many factors in the pay rates for independent providers including, but not limited to:
  - Transportation costs (if transportation is specifically included in the service)
  - Training costs (CPR/First Aid, meeting with families about services, etc.)
  - Administrative costs (documentation requirements, billing entry, ISP meetings, other meetings, etc.)
- This means the rate independent provider is paid for services includes money for these tasks. Independent providers cannot bill for time to do these tasks, as it would be double billing.
- The current pay structure is on the DHHS-DD website: http://dhhs.ne.gov/Guidance%20Docs/DD%20PB%2019-05%202019%20Rate%20Schedule.pdf
- Services are paid per day, partial-day, or hourly.
  - The service authorization indicates the pay per unit.
  - The unit determines how the service is paid (daily, partial-day, or hourly).
- The current pay structure gives the ***maximum*** amount which can be paid for each service.
- All pay rates are negotiable and can be negotiated for less than the maximum based on the availability of the participant's funds.

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Acknowledging the Service Authorization

- The SC creates a service authorization which includes:
  - The number of units which can be provided;
  - The pay rate per unit; and
  - A description of what service is to be provided.
- The independent provider is responsible to read and understand the service authorization.
- The independent provider must acknowledge the service authorization on Therap before providing DD services.
- Instructions on acknowledgement are online: https://www.therapservices.net/supportresources/ne-independentproviders/AcknowledgingServiceAuthorizations.pdf

Completing Attendance Records

- What is attendance?
  - Attendance is a time-in/time-out record of the hours worked with each participant.
- Why is it necessary to enter attendance in Therap?
  - Attendance is required in Therap so DHHS-DD can electronically verify the hours billed were provided.
  - Attendance is ***required*** in Therap and must be entered before billing can be generated.
- When should attendance be entered?
  - Attendance should be entered each day that is worked.
  - When attendance cannot be entered that day, records must be kept on paper, including the exact time-in/time-out and what tasks were done.

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Generating Billing

- What is billing?
  - Billing is the official record of attendance entered.
  - When generated, billing is processed and the provider is paid for the hours worked at the rate on the service authorization.
  - It is the independent provider's responsibility to ensure the hours worked are correct before generating billing.
  - When a provider finds a mistake after billing has been generated, they should call DHHS-DD immediately (402-471-8716) to have it corrected.
  - Incorrect billing could be considered Medicaid fraud and could result in penalties.
- How often should billing be generated?
  - Typically, billing is generated **once or twice per month**.
  - Providers have 180 days from date of service to generate billing.
  - When billing is not generated within that timeframe, the provider cannot be paid, per federal Medicaid regulations.

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Entering Attendance and Generating Billing

- Therap provides a step-by-step guide for entering attendance and generating billing.
- This guide is online at https://www.therapservices.net/supportresources/ne-independentproviders/Nebraska-Independent-Providers-FAQ-180402.pdf
- Independent Providers are covered under the Prompt Payment Act in Nebraska Revised Statutes §81-2401 through 81-2408.

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Habilitative Services

- Individual Support Plan (ISP) programs (also called habilitation programs) ***must*** be created for each habilitative service provided.
  - Habilitative services ***cannot*** be billed if there is no ISP Program.
  - Programs are determined by the ISP Team at the Annual and Semi-Annual ISP meetings.
  - Programs are based on the participant's wants, needs, and goals.
- ISP Programs and data must be entered in Therap.
- Therap has a user guide for creating ISP programs in their system: https://help.therapservices.net/app/answers/detail/a_id/466/kw/iSP%20program
- The DHHS-DD habilitation program overview explains how to write a program and track data; see it at: http://dhhs.ne.gov/Guidance%20Docs/DD%20Habilitation%20Plan%20Overview.pdf

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Part 5:
Participant Rights and Person-Centered Planning

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Participant Rights

- Adults with developmental disabilities, including those receiving services through DHHS-DD, have the same legal, human, and civil rights under state and federal laws and constitutions as any other person.
- Children with developmental disabilities, including those receiving services through DHHS-DD, have the same rights as other children of a corresponding *chronological* age.
- What are some basic legal, human, and civil rights that all people take advantage of every day?

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Participant Rights

Participant rights include:

- Right to privacy
  - Privacy of personal space (Home/Bedroom); requesting permission
- Right to make choices for oneself
  - Right to pick any available option, not just options that others have chosen for them.
- Right to access public places
  - Includes bar, casino, mall, Wal-Mart, park, etc.
- Right to possess and access one's own property and residence
  - Money, items, exterior key to home, etc.
- Right to form relationships and contact/communicate with anyone
  - Boyfriends, girlfriends, family, friends, spouse, etc.
- Right to work and earn money
  - Integrated employment, Self-employment, etc.

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Participant Rights (continued)

Participant rights include:

- Right to live independently and with dignity in the community
  - Supervision levels should only be the minimum amount required to live safely in the community. Being treated with respect by everyone, including staff.
- Right to participate in political and public life
  - Voting, going to rallies, protests, getting an ID card/Driver's license; writing/calling senator/legislators etc.
- Right to live in a way that does not conform to societal or cultural norms as long as there is no immediate risk of harm to self or others
  - Cultural norms may dictate certain behavior (how to dress, how to interact with others, etc.) but everyone still has the right to live outside those norms.

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Limiting Participants' Rights

- People with developmental disabilities may have difficulty making choices in their own best interest or may be unable to maintain their own safety due to physical disability, lack of cognitive or adaptive skills, or mental health/behavioral concerns.
- A participant's rights may be limited in order to help make decisions in his/her best interest and maintain his/her safety.
- When a participant's rights are limited, this is a rights restriction. A person's rights cannot be limited without due process.
- Due process takes many different forms, based on the person/entity imposing the rights restriction:
  - A judge determines when a person is legally incapacitated, appoints a legal guardian, and specifies the authority of the guardian.
  - The Social Security Administration determines when a person is unable to manage his/her own benefits and appoints a payee.
  - The ISP team has the authority to limit a participant's rights in compliance with HCBS waivers, state statutes, and state regulations.

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Person-Centered Planning

"Nothing about me without me"

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Person-Centered Planning Supports Life Goals

- Person-Centered Planning is a process of planning and supporting a participant in attaining his/her life goals.
- Person-Centered Planning:
  - Focuses on the participant and his/her strengths, needs, goals, and preferences;
  - Puts the participant in charge of defining and controlling the direction for his/her life;
  - Empowers the participant to design his/her ISP with the support of the ISP team.
  - Encourages self-advocacy;
  - Increases opportunities for integration in the community;
  - Honors the participant's preferences and choices;
  - Supports the participant to have satisfying and productive relationships with family, friends, and community members;
  - Encourages the participant to find interesting and meaningful employment; and
  - Leads to greater inclusion as valued members of both community and society.

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Person-Centered Planning Team Approach

- With a person-centered planning approach, the participant's individual support plan (ISP) team should:
  - Treat the participant with dignity and respect;
  - Use appropriate words and conversations;
  - Listen to and respect the participant's goals, wishes, and preferences;
  - Respect the age of the participant;
  - Respect the participant's privacy;
  - Respect the participant's property and finances;
  - Follow the participant's direction in the development of the Individual Support Plan (ISP); and
  - Understand and advocate for the participant's rights.

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Respectful Person-First Language

Respectful Language	Hurtful Language
She is a person with a disability.	She is handicapped.
She is a child with Down Syndrome.	She’s a Downs kid.
He uses a wheelchair for mobility	He’s wheelchair bound. He’s confined to a wheelchair.
People with developmental disabilities.	The developmentally disabled.
He enjoys going for coffee at the local café.	He likes to go to coffee with normal people.
He has autism.	He is autistic.
She can work with proper supports.	She can never work because she’s disabled.

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Quiz Time!

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Resources

- Abuse and Neglect Hotline **800-652-1999**
- DD Policy Manual http://dhhs.ne.gov/Guidance%20Docs/DHHS-DD%20Policy%20Manual.pdf
- DD Staff Directory and office locations http://dhhs.ne.gov/DD%20Documents/DHHS-DD%20Main%20Directory.pdf
- Habilitation Plan Overview Guide http://dhhs.ne.gov/Guidance%20Docs/DD%20Habilitation%20Plan%20Overview.pdf
- How to become an Independent Provider of DD Services http://dhhs.ne.gov/DD%20Documents/How%20to%20Become%20an%20Independent%20Provider.pdf
- Independent Provider Enrollment Flow Chart http://dhhs.ne.gov/Guidance%20Docs/DD%20New%20Independent%20Provider%20Process%20Flowchart.pdf
- Provider Bulletins http://dhhs.ne.gov/Pages/DD-Provider-Bulletins.aspx

Katie Weidner	Kim McFarland
Program Manager	Contracts Coordinator
Katie.Weidner@Nebraska.gov	Kim.Mcfarland@Nebraska.gov
402-471-8716	402-471-8783

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