

NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

# GUIDANCE DOCUMENT

“This guidance document is advisory in nature but is binding on an agency until amended by such agency. A guidance document does not include internal procedural documents that only affect the internal operations of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules and regulations made in accordance with the Nebraska Administrative Procedure Act. If you believe that this guidance document imposes additional requirements or penalties on regulated parties, you may request a review of the document.”

Pursuant to  
Neb. Rev. Stat. § 84-901.03

## Independent Provider Adding Services

### Process for current DD providers

When a participant transitions to a new DD waiver, all their services are new. The independent provider must complete the enrollment process before they are authorized to provide services. **An independent provider must be enrolled for new services when the participant they work with changes waivers. On the date the participant changes to their new waiver all service authorizations will close for old services.**

#### Participant Chooses New Services

- Service Coordinator (SC) discusses independent provider requirements for new services selected by the participant.
- SC completes agency portion of referral and sends referral to the participant or guardian.
- Participant, guardian, or independent provider completes their portion and emails it to DD Central Office at [dhhs.ddproviderreferrals@nebraska.gov](mailto:dhhs.ddproviderreferrals@nebraska.gov).
- Independent provider completes requirements of new service, as outlined in [Provider Bulletin 17-07](#).

#### DD Central Office Staff Contacts Maximus

- DD Central Office sends referral to Maximus for the provider to be approved for new services.
- Maximus emails independent provider with instructions on how to complete Medicaid provider enrollment in the Maximus portal.

#### Provider Updates Maximus Enrollment

- Independent provider completes Maximus enrollment.
  - **Maximus enrollment must be completed in full by resaving each page of the service registration.**
  - Maximus portal is found at: [www.nebraskamedicaidproviderenrollment.com](http://www.nebraskamedicaidproviderenrollment.com)
  - Enrollment must be completed on a computer. The Maximus portal cannot be accessed on a cell phone or tablet.
- Provider waits for notification from Maximus that they are approved for the new services.
- **If provider has any questions about the status of their enrollment, they should contact Maximus directly at their toll-free number 1-844-374-5022.**

#### Provider Approved for New Services

- Maximus emails the DD Central Office staff and the provider when enrollment is approved.
- DD Central Office lets the SC know that the provider is approved and services are activated on N-FOCUS.
- SC completes the service authorization for new services.
- Provider may begin providing new services to participant.