

PROVIDER BULLETIN

No. 12- 48

August 17, 2012

TO: All Providers Participating in the NE Medicaid Program
All Medicaid EDI Trading Partners

FROM: Vivianne M. Chaumont, Director 
Division of Medicaid & Long-Term Care

BY: Bob Kane, Administrator, Medicaid Claims Unit
Division of Medicaid & Long-Term Care

RE: **Closure of Provider Validation Customer Support Unit on August 31, 2012**

Please Share This Information With Administrative, Clinical, Billing/IT Staff and Trading Partners.

Effective September 1, 2012, the Nebraska Medicaid Provider Validation Project, created to process HIPAA 5010 enrollment requirements for January 1, 2012 implementation, will come to an end. The Project phone, fax and email addresses will no longer be available for use. All provider enrollment related activities will revert to the Provider Enrollment Unit of the Medicaid & Long-Term Care Division.

For easy reference, the following contact information is provided:

Questions about: Contact:
Provider Enrollment Provider Enrollment Unit

Email: DHHS.MedicaidProviderEnrollment@nebraska.gov or RightFax (secure): 402-742-2373

If you need to check on enrollment status or have questions, the **best method** is to **utilize the shared mailbox address** provided above. The Office Manager and enrollment staff all have access to requests coming to this mailbox. Please note: Any changes and or update requests **must be made in writing** per the instructions on our Provider Enrollment webpage at: http://dhhs.ne.gov/medicaid/Pages/med_providerenrollment.aspx and emails to this centralized mailbox should meet those requirements (signature; letterhead, etc.).

A secondary option is to call the Inquiry Line, and request to be connected to the Provider Unit; however, change requests and updates still require written verification to be considered.

Claim Status	Medicaid Inquiry Line	877-255-3092
Client Eligibility	Automated Eligibility Line	800-642-6092
Electronic Transactions	Medicaid EDI Help Desk	866-498-4357
Trading Partner Enrollment	Medicaid EDI Help Desk	866-498-4357

If you have questions regarding this bulletin, please contact the Medicaid EDI Help Desk at DHHS.MedicaidEDI@Nebraska.gov, 866-498-4357 or 402-471-9461.