

Appendix C: Participant Services

C-2: General Service Specifications

- f. **Open Enrollment of Providers.** Specify the processes that are employed to assure that all willing and qualified providers have the opportunity to enroll as waiver service providers as provided in 42 CFR 431.51:

Process for enrollment of certified DD agency providers is as follows:

DD service provider agencies are certified under applicable titles of the Nebraska Administrative Code. The certification process for DD agency providers is conducted by DHHS DDD staff.

DDD Central Office staff is responsible for certification and contracting of new agency providers. DDD Central Office staff routinely field inquiries by telephone, email, or written correspondence about becoming a certified agency provider of community-based services for persons with developmental disabilities. DDD Central Office staff steer the caller to the DDD public website and provide verbal and written information to assist the interested party. These interactions may lead someone to develop a new service agency to increase the availability and choice of services and providers for persons with developmental disabilities.

DDD has developed an extensive web page for prospective providers which explains the process and has links to resource information. A provider orientation for interested parties is held at regularly scheduled times at least 3 times per year to describe the certification process and answer questions from the prospective providers. Attendance at an orientation session is required before the certification process can proceed.

Prospective providers are required to submit a letter of intent, application, and policy and procedural manual. At least two DDD staff persons will review the paperwork and provide feedback to the prospective agency. Once it is confirmed that the paperwork is complete and it addresses all of the state rules and regulations, communication is initiated to schedule contracting and certification. When all the necessary qualifications are met, the potential provider is informed that their agency has met DD provider agency certification requirements and are given provisional certification for six months. Towards the end of that six-month period, an on-site review will be conducted by the DDD certification team. If the new agency is deemed to have met and adequately address all rules and regulations in practice, it will be given either a one- or two-year certification.

The following is the process for enrollment of independent providers:

Information for becoming an independent non-specialized provider can be obtained from the waiver participant, his/her advocate, his/her legal guardian, or DHHS staff.

Following the development of the service plan, the individual, legal representative, and family, as appropriate, may work with the state DDD Service Coordinator and other designated DHHS staff to locate potential independent providers to deliver the services.

Individuals have the option of finding qualified individuals or agencies that are interested in providing non-specialized waiver services. Individuals often draw from their personal networks of applicable family members (i.e., not the parent, spouse, or child (biological, step, or adopted)

of the individual, not living in the household, and who are not legally responsible), or friends, neighbors, teachers, paraprofessional/teacher's aides, church members, and local college students. Individuals utilize the internet as a resource for potential providers. Answers4Families is an internet family information and resource center, developed by DHHS in partnership with the University of Nebraska Center on Children, Families, and the Law. E-mail discussion groups are available and the directory (Nebraska Resource and Referral System) includes thousands of providers of services and supports in the state. Individuals interview the potential provider to determine whether the amount of experience, knowledge, and education or training will meet the consumer's needs. The potential provider is referred to DHHS staff for enrollment. All willing and qualified providers can enroll.

DHHS staff and a vendor under contract with DHHS, are responsible for enrolling independent providers as waiver providers. Upon receipt of a referral, DHHS staff enter the referral into the provider data management system for the enrollment process. An application number needed for access to the vendor web portal for enrollment is generated and DHHS staff send a referral packet to the potential provider. The referral cover letter advises the potential provider of the need to provide verification from other states they have lived in of their criminal history including any APS/CPS registry information from the other states. Verification of out of state background checks must be uploaded into the vendor's web portal before the provider can enroll. The referral packet includes billing information, an application number and instructions on how to use the contracted vendor's web portal to enroll, as well as a DD provider handbook, which contains general provider standards, specific service provider standards, and DD billing instructions. The potential provider completes the enrollment process with the contracted vendor on line or, if requested, on paper. The vendor notifies the referring DHHS staff by e-mail and electronically transfers the enrollment data.

There is no timeline for enrollment of providers. The time it takes to enroll the potential provider is based on the potential provider's participation in the enrollment process. When a provider is needed immediately, to the best of the State's and the potential provider's ability, the provider enrollment is expedited.

Appendix C-2-f Open Enrollment of Providers

1. Please specify whether service provider agencies and individual providers are checked against the Medicaid Excluded Provider list.
2. What is the typical timeframe it takes to enroll a new agency provider?
3. What is the typical timeframe it takes to enroll an independent provider?