

Independent Provider Adding Services

Process for current DD providers

When a participant transitions to a new Medicaid HCBS 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

- The participant's Service Coordinator (SC) discusses independent provider requirements for new services the participant chooses.
- The SC completes the agency portion of the referral and sends the referral to the participant or their guardian.
- The participant, guardian, or independent provider completes their portion and emails it to DDA Central Office at dhhs.ddproviderreferrals@nebraska.gov.
- The independent provider completes requirements of the new service.

DD Central Office Staff Contacts Maximus

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

Provider Updates Maximus Enrollment

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

Provider Approved for New Services

- Maximus emails the DDA Central Office and the independent provider when enrollment is approved.
- DDA Central Office lets the participant's SC know the provider is approved.
- The SC completes the service authorization for new services.
- The provider acknowledges the service authorization, then the provider may begin providing new services to the participant.