



Medicaid Member

Reimbursement Process

Frequently Asked Questions

Nebraska Medicaid does not usually pay members directly. We pay providers for covered services.

However, if you receive a letter from Nebraska Medicaid saying you are allowed to get repaid by us, this document explains how you can do that

You can get a copy of the reimbursement form in the following ways:

- Download and print the form: <https://dhhs.ne.gov/Pages/Medicaid-Reimbursement.aspx>
- Request a paper copy from ACCESSNebraska:
 - Lincoln: (402) 473-7000
 - Omaha: (402) 595-1178
 - Toll-Free: (855) 632-7633
 - TDD: (402) 471-7256

Frequently Asked Questions

Q. How can I find out if I can get repaid by Nebraska Medicaid?

A. If you receive a letter from us saying you can get repaid, then you can get repaid. You will need to follow the instructions we send you to get repaid. We can only repay you for allowed services. If we deny your request for repayment, you will have the right to appeal and show why our decision was wrong. If you have questions after reading the instructions, please reach out to us.

Q. What are the requirements to be repaid?

A. The requirements to be repaid were included in your notice of eligibility to be repaid. Please refer to those instructions. If you lost your notice or have questions, please reach out to us.

Q. How do I submit my request to be repaid?

A. Reimbursement requests must be submitted to Nebraska Medicaid within 6 months of getting a letter from us that says you can get repaid.

You need to fill out the reimbursement form and include copies of receipts that show what you paid. Please keep the originals for your own records. Please read the instructions that are sent to you for further information.

If you have any questions, please reach out to us.

You can send your request to be repaid by email, mail, or fax:

- Email: DHHS.PHEIssueSupport@nebraska.gov
- Mail:
 - Medicaid Claims Unit
 - Division of Medicaid and Long-Term Care
 - Department of Health and Human Services
 - Attn: Member Reimbursement
 - P.O. Box 95026
 - Lincoln, NE 68509-5026
- Fax: 402-742-2692

Q. Are there any specific documents or forms that I need to submit to start the repayment process?

A. Here is a list of documents you need to include with your reimbursement form:

- State of Nebraska ACH W-9 Enrollment Form
 - You can access the form here:
<https://dhhs.ne.gov/Pages/Medicaid-Reimbursement.aspx>
- Medical or Pharmacy Expense Receipt
 - Your Name
 - Provider of the service
 - Description of the service
 - Date(s) of service
 - For pharmacy expenses, you will need to ask your pharmacist for your prescription history for the time you are eligible for reimbursement. You will need to provide a copy of the entire document in your reimbursement request.
 - Amount you paid out of pocket for each service
 - Receipts that show proof that the charges were paid

You can call ACCESSNebraska to request printed copies of the forms if you do not have access to the internet or a printer.

Q. How long do I have to submit my request?

A. Your request needs to be sent to Nebraska Medicaid within 6 months of the date listed on your notice. We will not be able to process requests submitted after those 6 months.

Q. How long will it take to process my request?

A. It may take up to 90 days for Nebraska Medicaid to process your payment request. This process may take longer if your request is missing information needed to determine if your claims are eligible for repayment.

Q. Are there limitations on the types of expenses that can be repaid?

A. Nebraska Medicaid will reimburse you for services that you paid for out of pocket that would otherwise have been covered by Medicaid.

Q. How do I fill out the ACH W-9 Enrollment Form?

A. You can find instructions to fill out the ACH W-9 Enrollment Form online at:
<https://dhhs.ne.gov/Pages/Medicaid-Reimbursement.aspx>

Q. What if my doctor is unable to submit past claims?

A. If your doctor is unable to submit past claims, you should request your medical receipts for services that you paid for out of pocket. Once you have the necessary information, you can submit your repayment request.

Q. Can I submit multiple claims in one request?

A. Multiple pharmacy claims can be included in one repayment request. If you realize that you missed a claim after sending your request to Nebraska Medicaid, you will need to fill out and submit another request for the additional claim(s). For medical claims, you should first ask your doctor to submit your claims to Nebraska Medicaid. If your doctor cannot submit your claims, you can include them in your repayment request.

Q. What if I received services from a provider who is not enrolled in Medicaid?

A. These services might be eligible for coverage if you were Medicaid eligible at the time of the Medicaid-covered service. If the service would not normally be covered by Medicaid, it will not qualify for repayment.

Q. What if the service I received required a prior authorization?

A. Because you did not know you were eligible for coverage at the time of the service, Nebraska Medicaid will not require prior authorization. These services are generally eligible for repayment if the service was medically necessary and would usually be covered by Medicaid.

Q. What if I'm also on Medicare?

A. If you are also enrolled with Medicare most of your services are already covered by Medicare. You can submit a repayment request for costs that you paid out of pocket for and Medicare did not cover.

Q. What if my family member who is now eligible for repayment has already passed away?

A. If there is an open estate proceeding (also known as a probate case) a court-appointed personal representative can submit the request for repayment to Nebraska Medicaid. If there is not an open estate proceeding, your family should consider discussing your options with an attorney.

Q. How can I contact Nebraska Medicaid with questions about the repayment process?

A. If you have questions, you can email DHHS.PHEIssueSupport@nebraska.gov or call ACCESSNebraska from 8:00 a.m. to 5:00 p.m. Monday through Friday at:

- Lincoln: (402) 473-7000
- Omaha: (402) 595-1178
- Toll-Free: (855) 632-7633
- TDD: (402) 471-7256