

## Division of Medicaid & Long-Term Care

### Personal Assistance Services FAQ

**I currently receive Personal Assistance Services (PAS) services from a paid PAS service provider but during this time, I plan to use a temporary, unpaid caregiver(s) instead of my provider. What do I do?**

Let your provider know that you are going to use your temporary caregiver(s) for the time being. Call ACCESSNebraska at 1 (800) 383-4278 and ask them to close the authorization for your provider. Let them know you will call again when you want to start having services provided by your PAS provider. Please notify your provider as well and be sure to remain in communication with them.

**My provider quit, how do I find a new one?**

Call ACCESSNebraska at 1 (800) 383-4278 to say your provider has quit and ask for a referral list for the service that you are receiving. They will send you a list with names and numbers of providers that are accepting new clients. It will be up to you to call and discuss with them if they are able to help you. DHHS suggests that you meet with the provider prior to choosing one. Make sure that they are someone you want working for you. Some things to consider are:

- Are they able to do the tasks that you require?
- Can they come at times that work for you?

If you have a copy of your Service Needs Assessment (SNA), please share that with them, so they know what would be expected and how many hours they need to be available. If you do not have a copy of your SNA, you can contact ACCESSNebraska and request a copy.

Once you have chosen a provider, you will call ACCESSNebraska again and let them know the name of the person you picked, and they will create an authorization for them to do services.

**I am a provider and my client called me and said they did not want me to be providing services to them during this time. What do I do?**

Talk with your client and make sure that they have someone who can be providing the services while you are not. Ask them if they will still want you to do services once the COVID-19 pandemic is over. If they do, make a plan of how they will contact you to let you know to begin again. Let them know they will need to call ACCESSNebraska and request the authorization to be closed (either permanently or temporarily).

As a provider, you should call your resource development (RD) worker and tell them about the situation. If you need the name and number of your RD worker, contact (402) 471-7394. If you want to continue as a provider

for other clients, ask your RD worker to be put on a “referral list.” Your name and number will be added to a list that is sent out to clients who need a provider. Be sure that your information (address, phone number, email) with Maximus is up to date. If you need to update anything on your provider agreement, contact Maximus promptly at (844) 374-5022 or use the Maximus portal.

If you want to stop providing services permanently, please talk to your RD worker. They will send you a form to complete and return to Maximus. If you are only temporarily stopping as a provider, you will want to be sure you continue to open any mail/emails you get from DHHS or Maximus. You will be expected to continue with annual renewals. If you do not follow the renewal process in a timely manner, you run the risk of being terminated.

## What is the provider referral list?

A provider referral list can be created by DHHS upon request for clients who do not have providers to help find one. The list will contain provider names and a phone numbers. The list is generated by geographic area, so clients can select from providers in their area. If the provider lives in Lincoln, they would not be listed on the provider referral list for a client in Scottsbluff.

## I am a provider on the referral list and I had a client call me and ask me to be their provider, what do I do?

You will want to meet with the client prior to agreeing to do services. DHHS suggests that you meet them at their home and discuss what tasks you will be approved by DHHS to provide, what times are they expecting you to be there, and how much time is approved by DHHS to do the services. Ask the client if they have a copy of their Service Needs Assessment (SNA) and if you can see it. The SNA will tell you what tasks and time to do the tasks is approved by DHHS. If you agree that you can be a provider for the client, the client will call ACCESSNebraska at 1 (800) 383-4278 and give them your name and request an authorization be created. The provider will receive a copy of the authorization after it is created.

## I am not a provider but I would like to be one, what do I need to do?

This is great news! Please call (402) 471-7394 and let them know that you want to be a PAS provider. They will gather some information from you including name, address, phone number, Social Security number, email address, and date of birth. You will be contacted by a resource development (RD) worker and they will walk you through the enrollment process. Part of that process is a background check where you will have to complete a Central Registry Check and have a fingerprint background check through law enforcement. These two checks will cost you around \$50. You can also call ACCESSNebraska and let them know, they will take your information and get it to Resource Development.

## I was a provider but with COVID-19 I am not working, can I file for unemployment?

Please call the Department of Labor at (855) 995-8863 or visit their website at [dol.nebraska.gov](https://dol.nebraska.gov) for information about your situation.

## **I am needing Explanation of Payments (EOPs) for my housing. How do I get those?**

You can call your resource development (RD) worker and they can help you. If you don't remember the contact information for your RD worker, please call (402) 471-7394 or email [DHHS.AccessRDResouEA@nebraska.gov](mailto:DHHS.AccessRDResouEA@nebraska.gov).

## **How do I get a copy of my 2019 W-2/1099?**

Please email [DHHS.TaxData@nebraska.gov](mailto:DHHS.TaxData@nebraska.gov) and request it. Be sure you give them your name, your provider tax ID, provider number, and a number to contact you and the address to which you want the information sent.

## **I have one client but I am thinking I would like to help more clients. What do I do?**

Please call your resource development worker and let them know. They will put you on a referral list for clients to contact you if they are seeking a provider.

## **How do I find out who my current resource development worker is and get in contact with them?**

Call (402) 471-7394 and ask them to look that information up for you.