

To: All Providers Participating in the Nebraska Medicaid Program
From: Kevin Bagley, Director *KB*
Date: June 21, 2021
Re: Hospice Service Intensity Add-on Authorization for Fee-for-Service Medicaid

This provider bulletin is being issued to notify Medicaid providers about an issue regarding the **fee-for-service** hospice service intensity add-on (SIA) authorization process. Going forward, the issue has been resolved. Hospice SIA authorizations and resultant claims submitted on or after June 21, 2021 will be appropriately processed according to the standard requirements, which are described separately in [this training series](#). This provider bulletin contains instructions to let providers know how to submit authorizations, as well as resultant claims, for services provided before the issue was fixed, to ensure appropriate payment.

Specifically, between **September 24, 2020 and June 20, 2021**, hospice SIA authorizations weren't covered by MLTC's contract with eQHealth, meaning that providers were not informed how to properly submit authorizations. For dates of service during this timeframe, providers who have not already submitted authorization requests, as well as resultant claims, are requested to submit those items by **December 21, 2021**, using the special submittal process that is described below. Any of these authorization requests and claims not resubmitted using this special submittal process by this new deadline will not be paid. This special submittal process is required because otherwise the system could automatically deny many of those claims as outside the normal timely filing deadline.

Special Submittal Process, Explained:

Authorization requests must be submitted to EQ Health according to the standard process for submitting authorizations as described in [this training series](#).

Electronic claims must be submitted in a special batch that does not include any other type of request. Prior to submission, the provider must email the EDI Help Desk at DHHS.MedicaidEDI@nebraska.gov and provide the file name, date, and time of the file submission.

Paper claims must be submitted to Nebraska Medicaid at the following address:
Nebraska Medicaid Claims
Attention: Gloria Overstreet, Personal & Confidential
PO Box 95026
Lincoln, NE 68509-5026

We appreciate your cooperation and apologize for the inconvenience.

If you have questions regarding this bulletin, please contact Kay DeRossett at (402) 471-0569, or via email at: DHHS.MedicaidHomeHealth@nebraska.gov.

Provider Bulletins, such as this one, are posted on the DHHS website at <http://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.