

Get Ready for the New CFS Provider Portal Referral Module

The Nebraska Department of Health and Human Services Division of Children and Family Services (CFS) is updating the CFS Provider Portal to include a **Referral Module** that will allow State of Nebraska contracted providers to respond to requests for referrals.

This new module will replace the current process of referring new and existing clients to providers who currently submit claims via the CFS Provider Portal. The Referral Module is scheduled to go live **August 12, 2024**.

Key Benefits of the Referral Module:

- **Automated Notifications:** Providers can opt in to receive automatic notifications about new referrals, streamlining the initial contact process.
- **Expanded Provider Reach:** The system will contact a broader set of providers for each referral, ensuring more options and better matching for services.
- **Integration with N-FOCUS:** Client and provider data will automatically sync with the DHHS internal system, N-FOCUS, reducing the likelihood of data entry errors and improving overall data management.
- **Enhanced Reporting:** The new module will provide additional reporting capabilities, allowing for better tracking and management of referrals.
- **Cost and Resource Efficiency:** Automating the referral process reduces the need for manual input, saving time and resources and ultimately reducing operational costs.
- **Timeliness of Service Provision:** The system will help track timeliness of service provision for families, such as when a referral is picked up by a provider and when the service is started by the family.

Adult Protective Services (APS) providers will also be included in this referral process. While APS providers will not use the portal for viewing authorizations or submitting claims, APS staff will be able to create APS referrals through the Referral Module. These referrals will then be communicated to N-FOCUS for processing by the CFS Billing Staff.

Resources

The [CFS Provider Portal Resources website](#) is where you will find communications and training resources on the Referral Module, including up-to-date information on changes or enhancements, how and where to access training, and answers to your most frequently asked questions. The team will continue to update the resources website as additional resources become available.

Questions?

If you have any questions about this communication or need information on training, please send an email to dhhs.cfsproviderportal@nebraska.gov.

If you have specific technical questions about the Portal's functionality, please send an email to dhhs.nfocusproductionsupport@nebraska.gov.

We are confident that this enhancement will significantly improve service delivery and operational efficiency. Thank you for your continued dedication to providing exceptional service to the communities we serve. Stay tuned for future updates.