**Independent Nurse Getting Started Checklist**

**Independent Nurse Provider**

Independent Nurses provide continuous skilled nursing (CSN) services to complex-care members throughout the Commonwealth. Most complex-care members receive CSN services from multiple providers in a home setting. Independent Nurses do not work with an agency; they are independently contracted with MassHealth and are self-employed. They are responsible for providing services, documentation, and submitting claims for billing.

**Definitions**

Independent Nurse – a licensed nurse who independently enrolls as a provider in MassHealth to provide CSN services. Independent nurse providers are governed by 130 CMR 414.000.

Continuous Skilled Nursing (CSN) Services – a nurse visit of more than two continuous hours of nursing services.

Complex-care Member – a MassHealth member whose medical needs, as determined by the MassHealth agency or its designee, are such that he or she requires a nurse visit of more than two continuous hours of nursing services to remain in the community.

**Pre-enrollment**

**Below is a checklist of information that will be needed to complete enrollment via the** [**MassHealth LTSS Provider Portal.**](http://www.masshealthltss.com) **Nurses who wish to enroll as a MassHealth Independent Nurse must complete the following items:**

* Review the [IN Provider Manual](https://www.mass.gov/lists/independent-nurse-manual-for-masshealth-providers) and [IN Provider Regulations](https://www.mass.gov/doc/independent-nurse-regulations/download)
* Apply for an [NPI Number](https://nppes.cms.hhs.gov/#/)
* [Review](https://optum.video.uhc.com/media/MassHealth+Independent+Nurse+Enrollment+Tutorial/1_0dcdzs8y) Independent Nurse Provider Application Instructional video
* Enroll as an IN Provider on the [LTSS Provider Portal](https://www.masshealthltss.com/s/?language=en_US).
  + [Register](http://www.masshealthltss.com) for access to the LTSS Provider Portal by clicking the Register Button at the top of the page
  + Log-in to [LTSS Provider Portal](https://www.masshealthltss.com/s/?language=en_US) to submit a new application
    - Select the Enrollment Tab
    - Select New Application
    - Select the Provider Type Independent Nurse (PT61)
    - Select Next button and Independent Nurse Application will load
  + Complete the required information on the IN Application; these forms can be found via the LTSS Provider Portal [www.masshealthltss.com](http://www.masshealthltss.com)
    - These forms can be found on and submitted via the LTSS Provider Portal [www.masshealthltss.com](http://www.masshealthltss.com)
      * Provider Contract for Individuals with Original Signature
      * Federally Required Disclosures Form for Individual Practitioners
      * Data Collection Form
      * Massachusetts Substitute W-9 form with Original Signature
      * Electronic Funds Transfer Form with Original Signature
      * Electronic Remittance Advice
      * Trading Partner Agreement
      * Criminal Offender Record (CORI) form with copy of a valid driver’s license or passport
      * COVID-19 Vaccination Status Form with proof of initial COVID-19 series or exemption letter

**Post-enrollment**

**Below is a checklist of information that must be completed by the Independent Nurse, once enrolled as a MassHealth Provider.**

* Receive and review the [Independent Nurse Provider Information and Resources Document](https://maltss.my.salesforce.com/sfc/p/#41000002kDSL/a/8Y00000158vE/tLG2JVOW.oNhxawCjAo7qkVr5L_g3B7UViuc_xeRJcY)
* [Register](https://www.masshealthltss.com/s/) and Attend **Mandatory** IN Provider Training
  + To Register, log-in to LTSS Provider Portal [www.masshealthltss.com](http://www.masshealthltss.com)
  + Select the training tab
  + Scroll down to section 4. Independent Nurses
  + Click on LINK TO WEBEX/Teams REGISTRATION
* [Sign up](https://www.mass.gov/forms/email-notifications-for-masshealth-provider-bulletins-and-transmittal-letters) for MassHealth Provider Bulletins and Transmittal Letters to keep updated on new regulations and/or notices
* Consider joining the IN Stakeholder Group
  + For more information, contact Annie Kazarnovsky at anne.kazarnovsky@mass.gov
* When Community Case Management (CCM) calls to welcome you, consider their invitation to be added to the IN List so interested members/families can contact you
* [Sign up for the Online CCM Nurse Directory](https://ccmnursedirectory.org) and create a profile. Once matched with a member, call CCM and obtain a prior authorization. A PA is required to deliver and bill for services.
  + Review [Independent and Agency Nurse Job-Aid](https://maltss.my.salesforce.com/sfc/p/#41000002kDSL/a/8Y000000jj7c/Srs0_ZE6Bo5x6met27e0_OfvSLRdLsgCbgufgYljV1Y) for instructions on registering
* Once you have identified a member to serve, Obtain Prior Authorization from the member’s Clinical Manager with Community Case Management (CCM)
* Check member eligibility status within the [POSC EVS](https://sso.hhs.state.ma.us/vgportal/login?bmctx=1DD248D83F1554C2CCAC615A6CFA3A2D3B6DBFB51CAB31EBB667C653803CA92B&contextType=external&username=string&OverrideRetryLimit=5&password=secure_string&challenge_url=https%3A%2F%2Fsso.hhs.state.ma.us%2Fvgportal%2Flogin&request_id=-3789389270980899588&authn_try_count=0&locale=en_US&resource_url=https%253A%252F%252Fsso.hhs.state.ma.us%252Fvgportal%252Fapplications)
  + To view job aid on how to verify member eligibility status, click [here](https://www.mass.gov/doc/masshealth-mmis-job-aid-verify-member-eligibility-0/download)
* [Submit claim(s) on POSC](https://sso.hhs.state.ma.us/vgportal/login?bmctx=1DD248D83F1554C2CCAC615A6CFA3A2D3B6DBFB51CAB31EBB667C653803CA92B&contextType=external&username=string&OverrideRetryLimit=5&password=secure_string&challenge_url=https%3A%2F%2Fsso.hhs.state.ma.us%2Fvgportal%2Flogin&request_id=-3789389270980899588&authn_try_count=0&locale=en_US&resource_url=https%253A%252F%252Fsso.hhs.state.ma.us%252Fvgportal%252Fapplications) referencing [IN service codes](https://www.mass.gov/doc/independent-nurse-in-subchapter-6-0/download)
  + Job aids on claim submissions can be found [here](https://www.mass.gov/service-details/job-aids-for-the-provider-online-service-center-posc)
  + Review claim guide

**Ongoing**

* Utilize the [MassHealth LTSS Provider Portal](https://www.masshealthltss.com/s/) to:
  + Make updates to your provider profile
  + Complete your Annual CORI
  + Complete your revalidation every 5 years
  + Register for trainings
  + Review links to resources
    - [MMIS Job Aid: Void a Paid Claim](https://www.mass.gov/doc/new-mmis-job-aid-void-a-paid-claim/download)
    - [MMIS Job Aid: Replace a Claim](https://www.mass.gov/doc/mmis-job-aid-replace-a-claim/download)
    - [MMIS POSC Job Aid: Professional Claim Submission with MassHealth](https://www.mass.gov/doc/newmmis-posc-job-aid-professional-claims-submission-with-masshealth-0/download)
    - MassHealth MMIS Job [Aid](https://www.mass.gov/doc/masshealth-mmis-job-aid-inquire-about-a-prior-authorization-request-0/download): Inquire about a Prior Authorization Request
    - [POSC Job Aid: View Remittance Advice Reports](https://www.mass.gov/doc/new-mmis-job-aid-view-remittance-advice-reports/download)
    - [Job aids for the Provider Online Service Center (POSC)](https://www.mass.gov/service-details/job-aids-for-the-provider-online-service-center-posc)
    - [MassHealth LTSS Annual CORI Instructions](https://maltss.my.salesforce.com/sfc/p/#41000002kDSL/a/3f000000kd5q/yOo_pOfL9dcLaz2_DiU9aaLnYb1APYdyPd6XRG2t5.s)
* Review the [IN Provider Bulletins](https://www.mass.gov/lists/masshealth-provider-bulletins-by-provider-type-i-n#independent-nurse-) and [IN Transmittal Letters](https://www.mass.gov/lists/masshealth-transmittal-letters-by-provider-type-i-o) weekly for updates
* Review and reference the [IN Provider Regulations](https://www.mass.gov/doc/independent-nurse-regulations/download) frequently
* Regularly communicate with CCM on changes to a member’s PA or medical necessity for CSN services
  + Community Case Management 800-863-6068 or [commcase@umassmed.edu](mailto:commcase@umassmed.edu)
* Communicate with CCM or search the Online CCM Nurse Directory to find additional members.
  + Community Case Management 800-863-6068 or [commcase@umassmed.edu](mailto:commcase@umassmed.edu)
* Claim questions – how to submit a claim or issues with a claim, and provider questions:
  + Contact the LTSS Provider Support Center at 844-368-5184 or [support@masshealthltss.com](mailto:support@masshealthltss.com)
* Enrollment and Revalidation Questions Contact:
  + LTSS Provider Service Center at 844-368-5184 or support@masshealthltss.com
* Password reset for Provider Online Service Center (POSC) Contact:
  + Virtual Gateway Help Desk at 800-421-0938