

# 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](#). Nurses who wish to enroll as a MassHealth Independent Nurse must complete the following items:

- ☐ Review the [IN Provider Manual](#) and [IN Provider Regulations](#)
- ☐ Apply for an [NPI Number](#)
- ☐ [Review](#) Independent Nurse Provider Application Instructional video
- ☐ Enroll as an IN Provider on the [LTSS Provider Portal](#).
  - [Register](#) for access to the LTSS Provider Portal by clicking the Register Button at the top of the page
  - [Log-in](#) to [LTSS Provider Portal](#) 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](#)
- ☐ [Register](#) 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](#) 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](mailto: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](#) 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](#) 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](#)
  - To view job aid on how to verify member eligibility status, click [here](#)
- ☐ [Submit claim\(s\) on POSC](#) referencing [IN service codes](#)
  - Job aids on claim submissions can be found [here](#)
  - Review [claim guide](#)

## Ongoing

- ☐ Utilize the [MassHealth LTSS Provider Portal](#) 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](#)
    - [MMIS Job Aid: Replace a Claim](#)

- [MMIS POSC Job Aid: Professional Claim Submission with MassHealth](#)
- MassHealth MMIS Job [Aid](#): Inquire about a Prior Authorization Request
- [POSC Job Aid: View Remittance Advice Reports](#)
- [Job aids for the Provider Online Service Center \(POSC\)](#)
- [MassHealth LTSS Annual CORI Instructions](#)
- ☐ Review the [IN Provider Bulletins](#) and [IN Transmittal Letters](#) weekly for updates
- ☐ Review and reference the [IN Provider Regulations](#) 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](mailto:support@masshealthltss.com)
- ☐ Password reset for Provider Online Service Center (POSC) Contact:
  - Virtual Gateway Help Desk at 800-421-0938