

Independent Nurse Getting Started Checklist

Independent Nurse Provider

Independent Nurses provide continuous skilled nursing (CSN) services to MassHealth members with complex care needs throughout the Commonwealth. Most members receive CSN services from multiple providers in a home setting. In order to qualify for continuous skilled nursing services, a MassHealth member must have medical needs, as determined by the MassHealth agency or its designee, such that they require a nurse visit of more than two continuous hours of nursing services per day to remain in the community. 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.

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
 - These forms can be found on and submitted via the LTSS Provider Portal 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
 - 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
- ☐ 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
- ☐ Communicate with CCM or search the Online CCM Nurse Directory to find additional members.
 - Community Case Management 800-863-6068 or 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
- ☐ 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