

## **MassHealth Independent Nurse Fact Sheet for Families and Caregivers**

Massachusetts licensed Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) may enroll with the MassHealth program as an Independent Nurse (IN) to provide MassHealth covered Continuous Skilled Nursing (CSN) Services. The MassHealth program has a network of INs currently enrolled as MassHealth providers of CSN services; however, any RN or LPN who meets MassHealth's IN provider eligibility criteria may enroll as a MassHealth IN provider of CSN services.

This document provides an overview of MassHealth's IN provider enrollment process, as well as information to assist MassHealth members and their families in finding and securing MassHealth enrolled INs to provide CSN services.

### **Independent Nurse Provider Enrollment:**

Nurses interested in enrolling with MassHealth as an IN should go to the [MassHealth LTSS Provider Portal](#) and follow prompts to submit an application. On the LTSS Provider Portal, nurses will also find a quick overview of the provider [enrollment process](#), including what the nurse will need to complete and submit to become a MassHealth enrolled IN provider. Please note, nurses will need to register and login to the LTSS Provider Portal in order to submit an application.

Once a nurse submits their application to become a MassHealth enrolled IN provider, the MassHealth provider enrollment team will begin processing the application and provide direct support to complete the provider enrollment process. A nurse only needs to submit the MassHealth application, and not all the accompanying provider enrollment documents, to trigger support from MassHealth's provider enrollment team.

If a nurse has any questions on the provider enrollment process, they may contact the LTSS Provider Service Center at 844-368-5184 or at [support@masshealthltss.com](mailto:support@masshealthltss.com). For families that have identified a nurse but the nurse is experiencing significant delays in the provider enrollment process, the family should reach out to their Clinical Manager, who will communicate the delay to MassHealth.

### **Finding a MassHealth Enrolled IN:**

Families who have a MassHealth member enrolled in the Community Case Management (CCM) program may find MassHealth enrolled INs to fill authorized CSN hours by contacting their CCM Clinical Manager. The Clinical Manager has a list of MassHealth enrolled INs they can provide to a family. The CCM Clinical Manager can also support families in finding available MassHealth enrolled INs by making phone calls to INs in the area on the family/member's behalf. CCM also supports families in finding CSN services through the CSN Access Support Program ("CASP") that connects available MassHealth enrolled INs and home health agencies with members looking to fill authorized CSN hours.

Families may also find a nurse who is yet to be enrolled with MassHealth as an IN provider. In these instances, families should direct the nurse to enroll through the MassHealth LTSS Provider Portal, per the links provided above.

### **MassHealth Independent Nurse Provider Responsibilities:**

INs are independently enrolled in MassHealth to provide CSN services and are not affiliated with a larger provider agency (such as a Home Health or CSN Agency) when they work in this capacity. As such, the IN is responsible for all administrative functions that a provider agency might otherwise be responsible for. This includes:

- [Billing MassHealth](#) for services rendered
- Creating, managing, and overseeing a member's medical record
- Regularly communicating with CCM re: PA needs and/or clinical changes
- Maintaining compliance with provider contract and program requirements, including the [IN Provider Manual](#)

### **Family Responsibilities:**

Families that choose to have INs fill authorized CSN hours are responsible, with assistance from CCM, for the following responsibilities:

- Finding and identifying available MassHealth enrolled INs to fill authorized CSN hours
- Finding alternative nursing care if the MassHealth enrolled IN is sick or otherwise cannot cover their shifts

### **CCM and MassHealth Responsibilities:**

MassHealth contracts with a third-party administrator (TPA), currently Optum, to directly support INs to enroll in the MassHealth program and complete provider enrollment revalidation. Through the TPA, MassHealth can also directly support IN billing and claims submission. If INs need assistance with enrollment or claims, they should contact the LTSS Provider Service Center at 844-368-5184 or at [support@masshealthltss.com](mailto:support@masshealthltss.com).

MassHealth, through the TPA, also offers quarterly trainings to newly enrolled MassHealth IN providers to review, among other topics, where to find relevant regulations, rates, and communications from MassHealth, as well as how to submit claims, update their provider profile, and create a medical record.

CCM supports MassHealth enrolled IN providers by creating and adjusting prior authorizations for CSN services. If a MassHealth IN provider has any questions about PA, or if a family has any concerns regarding a MassHealth IN provider or is looking to receive MassHealth covered CSN services from a particular MassHealth IN provider, please contact the member's CCM Clinical Manager.