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**Subject:** Registered Service Provider Newsletter  
**Date:** Monday, May 5, 2025 10:22:42 AM

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***This message is being shared with Registered Service Providers.***





## Changes are Coming, Be on the Lookout!

Submitted by Kimberley Mundil, LIMHP  
*Assistant Deputy Administrator*

The Administrative Office of the Courts and Probation has been working to develop an independent website that will allow us to have full oversight and control of the Provider Portal and NPACS websites. Currently, you log in to [my.ne.gov](http://my.ne.gov) to access your service provider account and vouchers; however, beginning May 7, 2025, you will see a new login at the top of your login screen. The new system WILL NOT require you to register again in the system, but you will need to create a new login and password. I hope you all received the previous communication from Rehabilitative Services to make you aware that this change is coming.

There is a training module that will be made available to provide directions regarding the new login. The new login has several advantages, which include allowing us to update the system as needed, have help desk resources available, and you will be able to reset your password independently. It is important to know that the registration and voucher system WILL NOT BE CHANGING. This will only be a change to where you login to access the system. We look forward to sharing the new website address and, as always, we are here to assist you in any way we can if you have questions. Thank you for all you do for justice involved individuals.



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## All Roads Lead to Affiliation

Submitted by Renee Faber,  
*Provider Network Specialist*

Every applicant to the Registered Service Provider Network (whether a direct Service Provider or Representative) must affiliate with at least one approved Agency. Among many other details, your agency affiliation directly ties to payment. This is particularly important because reimbursement for services rendered can only be payable to an Agency account, not the individual. Furthermore,

a Service Provider cannot acquire the required system functionality to accept vouchers without an Agency affiliation and ultimately will lose access to the Service Provider Portal.

Helpful Reminders:

- Service Providers may add as many Agency affiliations as needed to their individual profile (account).
- If your agency is not listed in the drop-down menu, the agency is not yet registered.
- Individuals with a private practice must first register as an Agency, then as a Service Provider.
- Organizations with multiple facility locations will only require one agency application, if all locations have the same Tax ID # assigned.
- Be sure to keep your contact information up to date in case there are questions about your account status.
- In many situations, a previous account can be reactivated and updated. Please check with the Provider Network Team before submitting a duplicate application.

No matter what your role in the Service Provider Portal, a current agency affiliation will always be needed. Let us help you update your account, whether it's changing an affiliation, starting a new agency application, or adding a service, we are here to help you! The provider network team can be reached at [nsc.providernetwork@nejudicial.gov](mailto:nsc.providernetwork@nejudicial.gov) or 888-471-0869, OPT 1.



## Selected for A Quality Assurance Review? Here's What to Expect

Submitted by Kristen Elsener,  
*Quality Compliance Reviewer*

The Administrative Office of the Courts & Probation (AOCB) completes standard Quality Assurance (QA) Reviews ongoing. Providers are randomly selected based on service utilization via vouchers. As a Registered Service Provider (RSP), you attested your agreement to participating in QA reviews. If selected for a standard QA review, below is a brief summary of the steps that guide our QA process and what to expect throughout the QA review.

- **Notification of QA Review:** Your agency will receive formal notification you have been selected for a QA review; the AOCB will request records pertaining to agency

policies/procedures, and list of client and employee files from the past six months.

- **Review of Documentation:** The AOCP will review documentation, including your policies/procedures, information contained in voucher reports and case management systems, when necessary. The AOCP will pick an appropriate sample of employee and client files to review on-site.
- **On-Site Visit:** When applicable, the QA review will include a facility visit to observe and assess services. This typically includes a tour of your facility and interviews with agency staff regarding the identified service.
- **Feedback via Interviews:** The AOCP obtains feedback from Probation Districts regarding your services and completes telephone interviews with justice-involved individuals, youth, and parent/guardians, as well as interviews with staff on-site during facility visits.
- **Final QA Report:** Upon completion of the QA Review, your agency will receive a final QA Report, identifying your agency's areas of strength, areas needing improvement, additional service recommendations, and any next steps in the QA process. If desired, the AOCP can complete a feedback session virtually to discuss your final QA report.
- **Program Improvement Plans (PIP's):** If areas needing improvement are identified within the QA process, your agency may be asked to complete a PIP to address areas not meeting best practice standards. The AOCP will review your PIP for approval. Once approved by the AOCP, your agency is expected to implement the PIP. The AOCP will complete a follow-up QA review in approximately 90 days to assess your progress with PIP goals and implementation of changes, which can result in continued monitoring of your PIP, or your QA review being concluded.

We value all of our RSP's and their commitment to provide quality services to justice-involved individuals and appreciate your collaboration throughout the QA process. The goals are to identify strengths and areas which can be improved upon to provide quality services to Probation clients. As a reminder, when completing QA reviews, we assess services to ensure compliance with the Standardized Model for Substance Use Services, the Standards of Practice (SOP), and the corresponding Service Definition for each service.

In order to succeed in a QA review, please review these requirements regularly to ensure you are meeting best practice standards. All of Probation's service definitions, SOP, and Standardized Model guidance documents can be found on our website at the following link, under the Rehabilitative Services tab: <https://supremecourt.nebraska.gov/probation/rehabilitative-services>. If you have any questions regarding QA, please contact myself at [Kristen.Elsener@nejudicial.gov](mailto:Kristen.Elsener@nejudicial.gov), or Mark Bless at [mark.bless@nejudicial.gov](mailto:mark.bless@nejudicial.gov).

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# Everything you Wanted to Know about Pre- authorization's but were Afraid to Ask

Submitted by Laurie Stuftt, *Quality Compliance Reviewer*

- The AOCPP requires that registered service providers obtain a pre-authorization (commercial insurance) or certificate of need (CON's- Medicaid) for justice involved juveniles prior to their admission into a residential treatment service such as a therapeutic group home or a psychiatric residential treatment facility (PRTF).
- The pre-authorization or CON must be completed by the facility within 5 days of 14 days of the admission. Communication between the referring entity and the facility is paramount to ensure timely completion and to increase the likelihood that the Medicaid or private insurance will provide payment for the service.
- The CON must state that the resources available in the community do not meet the treatment needs of the juvenile; that proper treatment of the juvenile's psychiatric condition requires services on an inpatient basis under the direction of a physician; and that provided services can reasonably be expected to improve the juvenile's condition or prevent further regression so that the services will no longer be needed.
- For a juvenile who becomes eligible for Medicaid while in a PRTF, the CON must be made by the team responsible for the Plan of Care (treatment plan) and must be submitted within 14 days after admission.
- Pre-authorization for PRTF or therapeutic group home from commercial insurance requires detailed medical documentation demonstrating the clinical necessity of the treatment.



## Your Ticket to Direct Deposit

Submitted by Dennys Espinoza-Sanchez  
& Angie Strodtman,  
*Provider Network Assistants*

Are you a newly approved **Agency** to the Registered Service Provider Network?! Let's get your direct deposit set up! To be able to accept probation vouchers, your agency must establish a payment account with the State Accounting Department. To set up direct deposit, you will have to complete a W9/ACH form provided by the Provider Network Team. A signed W9/ACH is required to receive payment for services, along with the following attachments:

- Voided blank check or photocopy of a cleared check
- Letter or statement from your financial institution
  - Must include the **routing and account number**
- Vendor invoice or vendor letter with ACH instructions

Has your banking information or demographic information such as address, or Agency name changed? If so, it is time to submit a new W9/ACH form! Don't delay, contact us now to update your direct deposit account to avoid interruptions with voucher payment!

While on the topic of account status, a reminder to all Registered Service Providers to regularly log into the Service Provider Portal and check for any action items pending approval. If approval from you is required, a golden color will be shaded over the item. Service Providers are considered fully approved to accept a voucher when the status bar for the Agency affiliation and service name is shaded green. It is also a good habit to periodically log in and clear any notifications.

If you have any questions regarding your Registered Service Provider account, the Provider Network Team can be contacted at 888-471-0869 by selecting option 1, or via email at [nsc.providernetwork@nejudicial.gov](mailto:nsc.providernetwork@nejudicial.gov).

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## Past Newsletters Available Online

For your convenience and future reference, Rehabilitative Services has archived past editions of the Registered Service Provider Newsletter. They can be found on the Judicial Branch website, under [Resources tab on the Rehabilitative Services page](#).

All past Newsletters, including Special Edition Newsletters, have been posted, and we will continue uploading future newsletters as well. We hope making these available online will ease the process of finding past information without needing to locate a specific email.

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