

USING THE  
**Nebraska Resource and Referral System**  
**(NRRS)**

FOR RETURN TO COMMUNITY REFERRALS

A Manual for Nursing Facilities and Responding Agencies

Revised March 2012

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# Background

The Americans with Disabilities Act of 1990 and the 1999 Olmstead decision state that facility residents have a right to receive care in the least restrictive setting. Providing residents with choices through information about care options and supports that are available to meet their preferences and needs helps to ensure those residents have the opportunity to access the least restrictive setting available for them.

Under the code of federal regulations 483.20 nursing homes that participate in the Medicare or Medicaid programs must complete the Minimum Data Set (MDS) assessment for all residents admitted to the facility. The Centers for Medicare and Medicaid Services (CMS) made changes to the MDS effective October 1, 2010. Section Q is a new section of the MDS as part of version 3.0. As part of MDS 3.0, nursing homes are required to make referrals to a state-designated Local Contact Agency or Agencies for any resident who, in response to the MDS questions in Section Q, indicates he/she wishes to talk to someone about returning to the community.

# Nebraska's Referral Process and Local Contact Agency Functions

The Nebraska Department of Health and Human Services, Division of Medicaid and Long-Term Care has established a referral process and designated agencies to fulfill responsibilities of the Local Contact Agency.

- Nursing Facilities are to make referrals using an online referral form available through the Nebraska Resource and Referral system (NRRS).
- Area Agencies on Aging (AAAs) and Independent Living Centers (ILCs) immediately receive notice of the referral via email, and are responsible to contact the resident.
- The Aging and Disability Resource Center (ADRC) Program Coordinator is a Point of Contact regarding questions about the electronic referral process.
- The Department of Health and Human Services Long-Term Care Facility Help Line is the contact for nursing facilities with questions about MDS coding and appropriateness of referrals.

# Using the NRRS to Make and Receive Electronic Referrals

The Nebraska Resource and Referral System (NRRS) is a publicly searchable database of Nebraska agencies and resources. When nursing facilities complete an online referral, the information about the resident is stored in the NRRS database. The referral information is viewable only by the individual staff from nursing facilities and receiving agencies with secure access.

There are two steps to follow to get ready to make or receive referrals:

1. Create a user account with the NRRS.
2. Complete and fax the Confidentiality Agreement and Application to Request Access Form.

### Register

**Your name:**

\* First name:

\* Last name:

**Choose a username:**

\* Preferred username:

Availability: [[Check](#)]

**Choose a password:**

\* Password:

\* Password (confirm):

**Password requirements:**

Your password must be at least eight characters long and contain at least two numbers or non-alphanumeric (eg: !, @, #, \$, %, etc..) characters. It needs to be marked as **Good**, **Better**, or **Best**.

**Contact information:**

\* Email address:

\* Email address (confirm):

Telephone number:

Facsimile number:

Address:

City:

State:

\* Zipcode:

\* Country:

\* denotes a required field.

**Clicking on create an account takes you to this page.**

Fill out at least the required fields, then click "Register."

Account Services is available for:



# NRRS

NEBRASKA RESOURCE AND REFERRAL SYSTEM

## Where to Start

-  **Search for Providers & Services**  
Search among thousands of community agencies and organizations for the services and resources you need. Refine your search by name, keyword, age-group and/or location.
-  **Create a free account with the NRRS**  
Create an account and keep track of your resources - create, update and modify your saved resource lists. You can then share your saved resources with others via print and email.
-  **Video Tutorial: How to Create an Account**  
Do you have questions about how to create an account? View this short video tutorial for help.
-  **Add a Resource Provider**  
Are you a resource provider, but not listed within our database? Do you have knowledge of a valuable resource? Add them to our database.
-  **Search for Hotlines**  
Search for health-related organizations operating toll-free telephone services.

**Connecting Nebraskans to Services & Resources**

The NRRS is a **statewide database** created with input from Nebraska families, service providers and organizations. The NRRS provides 1-800 numbers as well as web sites and email contacts to help you connect faster to the services you are seeking. This database provides individuals the opportunity to have a *real choice* in the diverse selection of service providers by allowing users to more **easily locate and compare services of local and state agencies.**

## What's New in January:

**National Birth Defects Prevention Month**  
March of Dimes Birth Defects Foundation January is Birth Defects Prevention Month and some premature births and birth defects may be

## Featured Services

 **Resources for Military Families & Veterans**  
resources at the national, state and local levels that provide rehabilitation for wounded warriors, service members and caregivers. Visit [Answers4Families.org](http://Answers4Families.org) for additional information.

At the home page of the NRRS, [nrrs.ne.gov](http://nrrs.ne.gov) you will find a link to information about using the NRRS for MDS Section Q Referrals.

 **Assisted Living Choices**  
Nebraska  
Are you or a loved one thinking about moving to an assisted living facility? Assisted Living Choices can help you find the assisted living facility that's right for you. Visit [Assisted Living Choices](http://AssistedLivingChoices.org) today!

 **60+ Self-Assessment**  
Nebraska's  
A self-assessment process for seniors and/or their caregivers which will connect you to the services or living situations that best meet your needs. [Start the Assessment now!](#)



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...Answers4Families.org.

## Are you Seeking more Answers?

When there is someone in your family with special needs, you may find yourself looking for answers. [Answers4Families.org](http://Answers4Families.org) is Nebraska's support and information connection for families and professionals seeking assistance. This web site is a collection of articles, resources and referrals organized by target group including families with children with special needs, foster youth, families affected by substance abuse, caregivers for people with Alzheimer's, information about school health, and more.



**MDS 3.0 Section Q Referral**

Effective 10/1/2010, MDS 3.0 Section Q requires nursing facilities to ask residents if they are interested in speaking with someone about the possibility of returning to the community. If the resident responds yes, the facility must initiate care planning and may refer the individual to a state-designated contact agency. [Continue to MDS 3.0.](#)

## Welcome to the Nebraska Resource and Referral MDS News

MDS 3.0 Section Q implementation is a requirement of all nursing facilities eff designated the Aging and Disability Resource Center as the contact agency fo

All nursing facilities must register staff that will be making referrals.

This process is new for all, and there are many questions. The [Frequently Ask](#) questions. You can help by submitting your questions and comments.

Watch this page for news about upcoming conference calls and webinars about MDS 3.0 Section Q referrals.

Video demonstration of filling-out the online referral form can be viewed [here](#)

### How to Register Your Nursing Facility to Use the Referral System

1. Each user at your organization needs to [create an account](#).
2. Complete and fax in the [Access Form](#). This form is your authorization to give access to the secure Referral System for specific business days for access to be set up.
3. Make and View Referrals from [My NRRS](#). You must be logged in to access your referrals.

Here you will see links to how to register.

From here you need to click on "Create an Account" and also "Access Form."

# Completing the Electronic Referral Form (for Nursing Facility Staff)

1. Go to [nrrs.ne.gov](http://nrrs.ne.gov). Click on My NRRS tab at the upper right.

The screenshot shows the NRRS website homepage. At the top, there is a navigation bar with tabs for Home, About, Contact Us, Resources, Hotlines, My NRRS, and Search. Below the navigation bar is the NRRS logo and the text "NEBRASKA RESOURCE AND REFERRAL SYSTEM".

The main content area is divided into several sections:

- Where to Start:** This section contains five links with icons: "Search for Providers & Services" (magnifying glass), "Create a free account with the NRRS" (lock), "Video Tutorial: How to Create an Account" (question mark), "Add a Resource Provider" (plus sign), and "Search for Hotlines" (phone).
- Featured Services:** This section features three items: "Resources for Military Families & Veterans" with a ribbon icon, "Assisted Living Choices Nebraska" with a house icon and a photo of a couple, and "60+ Self-Assessment Nebraska's" with a checkmark icon and a photo of a couple.
- MDS 3.0 Section Q Referral:** A section with a heading and a paragraph of text.
- Connecting Nebraskans to Services & Resources:** A text block explaining the NRRS database.
- What's New in January:** A section with two sub-sections: "National Birth Defects Prevention Month" and "National Glaucoma Awareness Month", each with a brief description.
- Are you Seeking more Answers?:** A section with a question mark icon and text encouraging users to ask an expert.

At the bottom right, there is a small "Answers" logo.

2. Click on the link to login.

[ Resource list items: 0 items | Login ]

Home About Contact Us Resources Hotlines My NRRS Search

**NRRS** NEBRASKA RESOURCE AND REFERRAL SYSTEM **MY NRRS**

The feature you are trying to access requires you to [login](#). If you do not have an account, please [register](#) to take advantage of the additional features available.

You will be directed to the Answers4Families [Account Services](#) page. To login, [click here](#).

**What are the benefits/features of becoming a registered user?** As a registered user you can create an account to **keep track of your resources**. With this new feature you can **create, update, print and email your saved resource lists!** This service is free and easy to use.

Account Services is a single-sign-on authentication service provided by [Answers4Families](#). If you already have an account on the NRRS, your login information has automatically migrated to Account Services.

**Did you recently receive a letter from the NRRS?**

As a NRRS Provider, you may have received a letter instructing you to link your provider information to your account.

If you already have a NRRS account, [please sign in](#).

If you do not have an existing NRRS account, [please create an account](#).

If you would like to view an instructional demo on how to create an account and link your resource, [you may do so here](#).

The Nebraska Resource and Referral System is a free service, brought to you by the University of Nebraska - Lincoln and the Nebraska Department of Health and Human Services. This website is valuable tool, connecting Nebraskans to the services and resources they need via the Internet.

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Lincoln, NE 68588-0227 - Phone: 800-746-8420 - Tollfree: 402-472-0844 in Lincoln

Answers4Families DHHS NEBRASKA Nebraska CENTER ON CHILDREN, FAMILIES AND THE LAW

3. Enter your login name and password.

If you have not yet registered, click on "Register".

Your organization's administrator or director will also need to complete a Confidentiality Agreement.

The screenshot shows the 'Account Services' page for Answers4Families. At the top left is the 'Answers4Families' logo. On the right, under 'Account Services', are links for 'About', 'Privacy', 'Register', and 'Sign-in'. The 'Register' link is circled in orange with an arrow pointing to it from the top callout box. Below the navigation is a 'Sign-in' section with the heading 'Sign-in' and the text 'The page you requested requires you to sign-in.' Below this is a 'Please sign-in:' section with 'Login:' and 'Password:' labels, each followed by a text input field. A 'Login' button is positioned below the password field. Below the input fields is a link that says 'Email me a new password'. Below the link is the text 'If you do not have an account, please register yourself before proceeding.' At the bottom, it says 'Account Services is available for:' followed by logos for 'Nebraska Lincoln CENTER ON CHILDREN, FAMILIES AND THE LAW', 'Answers4Families', 'NRRS', and 'THROUGH THE EYES CHILD INITIATIVE'. A second callout box on the left, with two orange arrows pointing to the 'Login:' and 'Password:' labels, contains the text: 'If you have already registered and created a user account, enter the login name and password you created.'

If you have already registered and created a user account, enter the login name and password you created.

4. Your NRRS Home Page appears.  
Click on MDS 3.0 link to view and make MDS 3.0 referrals.

#### Julie Gillmor's NRRS

- **MDS 3.0**  
View and make MDS 3.0 Referrals.
  - **Report**  
Report of your MDS 3.0 Referrals.
- **Change your account information**  
This will take you to the Answers4Families Account Services site where you would be able to change your account information such as your email address and your password.
- **Add a new resource**  
Contribute to the NRRS by submitting information about a new resources.
- **Manage your resources**  
Link resources to your account or edit resources linked to you.
- **Manage your saved lists**  
Manage your resource lists.
- **E-mail a saved list**  
Email a saved list to yourself or your friends.

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- Each resident for whom you have entered information appears on a Referral List. If this is your first referral, you will only see the link to “Start a New Referral”.

(Review the section of this manual “Managing Your Referral List” to see how to use the features of the Referral List page.)

Click on “Start a New Referral.”

The screenshot displays the NRRS (Nebraska Resource and Referral System) MDS 3.0 Section Q Referral page. The page includes a navigation bar with links for Home, About, Contact Us, Resources, Hotlines, My NRRS, and Search. The main content area is titled "MDS 3.0 Section Q Referral" and features a table of referral records. Below the table, there is a "Show All" button and a link "Start a new referral (Nursing Facilities Only)" which is circled in orange.

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
1061	Silly Billy				12/05/2011	send follow-up	View	Julie Gillmor	Re-assign
1185	Alaina Bass				10/19/2011	send follow-up	View	Julie Gillmor	Re-assign
609	Iwana Aniguana				07/26/2011	send follow-up	View	Julie Gillmor	Re-assign
68	Sam Pulresident				07/12/2011	send follow-up	View	Julie Gillmor	Re-assign
972	Julie Gillmor				05/31/2011	send follow-up	View	Julie Gillmor	Re-assign
1186	Gus Wagsalot	Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	Re-assign

Start a new referral (Nursing Facilities Only)

6. Page 1 of the Referral Form: Resident Information.

**All fields with a red asterisk (\*) are mandatory.**

Home About Contact Us Resources Hotlines My NRRS Search

**NRRS** NEBRASKA RESOURCE AND REFERRAL SYSTEM MDS 3.0

**Resident Information**

First Name\*

Middle Initial

Last Name\*

Phone Number at Facility

DOB\*  

Age

Gender\* --Select--

Language\* --Select--

Translator Needed?\* --Select--

Race\*  American Indian or Alaskan  
 Asian  
 Black/African American  
 Hispanic/Latino  
 White/Caucasion  
 Other

Veteran or Spouse of Veteran? --Select--

Insurance\* (Check all that apply)  Nebraska Medicaid  
 Nebraska Medicaid Pending  
 Medicare  
 Private Pay

Has a home in the community?

Please mark all sources that may apply for the resident's insurance/payor source.

For example, if a Medicaid eligible resident is currently on your skilled unit and reimbursed by Medicare, you would mark both "Nebraska Medicaid" and "Medicare."

Has a home in the community?

If you indicate a resident has a home in the community, addition fields will pop up for entering address and household information.

**Resident's Community Home**

Home Address\*

Apt #

City\*

State\*

Zip\*

Phone

E-mail

Household Type\* --Select--

Number in Household

Name and relationship of household members:  Click to add another member

Save

When you have entered all of the information on Page 1 of the Referral Form, click on "Save" to continue to Page 2 of the Referral Form.

7. Page 2 of the Referral Form: Assisted with Form

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Assisted with Form**

Did any family member, significant other, guardian or legally authorized person participate in the assessment?  Yes  No

Save

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Department of Health & Human Services

If you indicate a family member, significant other, guardian or legally authorized person participated in the assessment, a button will appear to “Add a Person who participated.”

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Assisted with Form**

Did any family member, significant other, guardian or legally authorized person participate in the assessment?  Yes  No

Add a Person who participated

Save

When you click on “Add a person who participated,” fields appear for you to enter information about that person. Add information for all who participated in the assessment.

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Assisted with Form**

Did any family member, significant other, guardian or legally authorized person participate in the assessment?  Yes  No

**Other person who participated in the assessment**

First Name\*

Last Name\*

Address\*

Apt#

City\*

State\*

Zip\*

Phone\*

Email

Relationship\*  Family Member

Spouse

Legal Guardian

Conservator

Payee

Power of Attorney

Other

Remove this Person

Add a Person who participated

Save

8. Page 3 of the Referral Form: Assessment

This is the last page of the referral form.

The screenshot displays the 'Assessment' page of the Nebraska Resource and Referral System (NRRS). The page header includes the NRRS logo, the text 'NEBRASKA RESOURCE AND REFERRAL SYSTEM', and 'MDS 3.0'. A navigation bar at the top contains links for Home, About, Contact Us, Resources, Hotlines, My NRRS, and Search. Below the navigation bar, a breadcrumb trail shows 'Demographics | Assisted with Form | Assessment | Referral List'. The main content area is titled 'Assessment' and contains several questions with radio button options and a date picker. The questions are: 'Date of Admission' (01/01/2012), 'Has the Resident been in the Nursing Facility and/or hospital at least 90 continuous days?' (Yes/No), 'Did the resident participate in the evaluation?' (Yes/No), 'Resident's overall goal established during assessment process' (dropdown menu: 'Expects to be discharged to the community'), 'Resident may need behavioral health services in the community?' (Yes/No), 'Resident may need developmental disability services in the community?' (Yes/No), 'Does the resident have potential to discharge to the community/Assisted Living within the next 2 months?' (Yes/No), and 'Does the resident have a friend/family or other who will actively support this transition?' (Yes/No). Below the questions is a 'Notes' field, which is a large empty text area. A callout box with an orange border points to this field, containing the text: 'Use the Notes field for any information you would like the community agency to know to help them in scheduling the contact with the resident.' At the bottom left of the form is a 'Save' button. The footer of the page contains contact information for the Center on Children Families and the Law at the University of Nebraska-Lincoln.

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Assessment**

Date of Admission

Has the Resident been in the Nursing Facility and/or hospital at least 90 continuous days?  Yes  No

Did the resident participate in the evaluation?  Yes  No

Resident's overall goal established during assessment process

Resident may need behavioral health services in the community?  Yes  No

Resident may need developmental disability services in the community?  Yes  No

Does the resident have potential to discharge to the community/Assisted Living within the next 2 months?  Yes  No

Does the resident have a friend/family or other who will actively support this transition?  Yes  No

Notes

Save

Use the Notes field for any information you would like the community agency to know to help them in scheduling the contact with the resident.

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8. The Last Step – Sending Your Referral

After you save the last page of information on the Assessment page, you will see a list of all residents for whom you have entered and saved information.

When you click on save from the final page, you will have saved the referral information you entered, but the referral is not yet sent. The pop-up message below reminds you of this.

**MDS 3.0 Section Q Referral** Show All

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
68	Sam Pulresident				07/12/2011	send follow-up	View	Julie Gillmor	Re-assign
609	Iwana Aniguana				07/26/2011	send follow-up	View	Julie Gillmor	Re-assign
972	Julie Gillmor				05/31/2011	send follow-up	View	Julie Gillmor	Re-assign
1061	Silly Billy				12/05/2011	send follow-up	View	Julie Gillmor	Re-assign
1185	Alaina Bass				10/19/2011	send follow-up	View	Julie Gillmor	Re-assign
1186	Gus Wags						View	Julie Gillmor	Re-assign
1307	Rita Book						View	Julie Gillmor	Re-assign
1332	Whatsa To						View	Julie Gillmor	Re-assign
1333	Ima Stillmakinth						View	Julie Gillmor	Re-assign

Show All

[Start a new referral \(Nursing Facilities Only\)](#)

The page at <https://nrrs.ne.gov> says:

 You have one or more referrals to make. Once you have completed all resident information, click Make Referral.

OK

### MDS 3.0 Section Q Referral

Once you click on "Make Referral," a date appears in the Referral Date column. It is the date your referral was made.

Once you have entered all the resident information and are ready to send the referral, click on "Make Referral" from this page.

Note that if the word "Edit" appears in any column, that section has fields not yet completed. Complete those fields and then click on "Make Referral".

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
1061	Silly Billy				12/05/2011	Send Follow-up	View	Julie Gillmor	Re-assign
					10/19/2011	Send Follow-up	View	Julie Gillmor	Re-assign
					07/26/2011	Send Follow-up	View	Julie Gillmor	Re-assign
					07/12/2011	Send Follow-up	View	Julie Gillmor	Re-assign
					05/31/2011	Send Follow-up	View	Julie Gillmor	Re-assign
		Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	Re-assign
		Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	Re-assign
		Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	Re-assign
		Edit	Edit	Edit	Make Referral		View	Julie Gillmor	Re-assign

Start a new referral (nursing Facilities Only)

After you click “Make Referral,” you will receive see a confirmation like the one below. You will also receive an email confirmation.

The screenshot shows a web browser window displaying the NRRS (Nebraska Resource and Referral System) MDS 3.0 interface. At the top, there is a navigation bar with links for Home, About, Contact Us, Resources, Hotlines, My NRRS, and Search. A user greeting "Welcome Julie!" and "Resource list items: 0 items" is visible. The main content area is titled "MDS 3.0 Section Q Referral Confirmation" and dated "02/02/2012". The recipient is identified as Julie Gillmor from Answers4Families. The message thanks her for a referral for Rita (ID: 1307) and provides contact information for the receiving agency, Answers4Families, including staff name Charlie Lewis, email clewis@answers4families.org, and phone number (402) 472-9815. It also includes instructions on how to view outcome information and a link to the referral list. A footer section contains contact information for the Center on Children Families and the Law and logos for Answers4Families, DHHS Nebraska, and the Nebraska Center on Children, Families, and the Law.

Welcome Julie! | Resource list items: 0 items | Logout

Home About Contact Us Resources Hotlines My NRRS Search

**NRRS** NEBRASKA RESOURCE AND REFERRAL SYSTEM **MDS 3.0**

### MDS 3.0 Section Q Referral Confirmation

02/02/2012

Julie Gillmor  
Answers4Families

Dear Julie Gillmor:

Thank you for making a referral for **Rita (id: 1307)**. The information you submitted will be sent electronically to the following organization today:

**Agency: Answers4Families**  
**Agency Staff: Charlie Lewis**  
**Agency e-mail: clewis@answers4families.org**  
**Agency phone: (402) 472-9815**

You may view outcome information, entered by the receiving agency by viewing the referral on your [referral list](#). If you are uncertain resident contact has been made or planned within 10 business days, please follow-up by re-submitting your referral at <https://nrrs.ne.gov/mds3/referral.php?id=1307>.

Thank you.

*Aging and Disability Resource Center (ADRC) is a multi-organization effort to enhance well-being and independence for elders and individuals of all ages with disabilities, through connection to existing services and supports.*

*By supporting collaboration and developing a shared vision, ADRC will position Nebraska's aging and disability service providers for long-term sustainability in an environment of health and long-term care reform.*

### Return to your referrals

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# Managing Your Referral List – for Nursing Facilities

Nursing Facilities and Responding Agencies each have a Referral List. The column headings are slightly different, but the features are similar.

Here is how the Nursing Facility list appears:

## MDS 3.0 Section Q Referral

Show All

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
1307	Rita Booktome				02/02/2012		View	Julie Gillmor	Re-assign
1061	Silly Billy				12/05/2011	send follow-up	View	Julie Gillmor	Re-assign
1185	Alaina Bass				10/19/2011	send follow-up	View	Julie Gillmor	Re-assign
609	Iwana Aniguana				07/26/2011	send follow-up	View	Julie Gillmor	Re-assign
68	Sam Pulresident				07/12/2011	send follow-up	View	Julie Gillmor	Re-assign
972	Julie Gillmor				05/31/2011	send follow-up	View	Julie Gillmor	Re-assign
1186	Gus Wagsalot	Edit	Edit	Assessment	Make referral		View	Julie Gillmor	Re-assign
1332	Whatsa				Make referral		View	Julie Gillmor	Re-assign
1333	Ir Stillmakir				Make referral		View	Julie Gillmor	Re-assign

Show All

Start a new referral

The default view for the referral list is to show “open” referrals. In other words, the responding agency has not entered an outcome yet.

When you click “Show All” you will see all residents for whom the responding agency has entered information about contact with the resident.

This is the view after you click "Show All."

Blue highlighting indicates the responding agency staff entered information about their response to the referral. You can view the information entered by the responding agency by clicking on "View."

Pink highlighting indicates residents who have referral information entered and saved, but the referral has not yet been made.

**NRRS** NEBRASKA RESOURCE AND REFERRAL SYSTEM MDS 3.0

### MDS 3.0 Section Q Referral

Hide Closed

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
1307	Rita Booktome				02/02/2012		View	Julie Gillmor	Re-assign
1061	Silly Billy				12/05/2011	send follow-up	View	Julie Gillmor	
1185	Alaina Bass				10/19/2011	send follow-up	View	Julie Gillmor	
609	Iwana Aniguana				07/26/2011	send follow-up	View	Julie Gillmor	
809	Pizza Pie				07/14/2011		View	Julie Gillmor	
68	Sam Pulresident				07/12/2011	send follow-up	View	Julie Gillmor	
972	Julie Gillmor				05/31/2011	send follow-up	View	Julie Gillmor	
40	Joe Schmoe				04/01/2011		View	Julie Gillmor	
374	Jim Shorts				04/01/2011		View	Julie Gillmor	
401	Ida Ammaperson				04/01/2011		View	Julie Gillmor	
482	Mary Tester				04/01/2011		View	Julie Gillmor	
1186	Gus Wagsalot	Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	
1332	Whatsa TooYAH	Edit	Edit	Edit	Make Referral		View	Julie Gillmor	
1333	Ima Stillmakinthmanual	Edit	Edit	Edit	Make Referral		View	Julie Gillmor	

Hide Closed

The date in the "Referral Date" column is the date the referral notice was sent to the responding agency.

To send a second notice of the referral, click on "Send Follow-Up."

**NRRS** NEBRASKA RESOURCE AND REFERRAL SYSTEM MDS 3.0

Facility Information

Referring User: Julie Gillmor  
 Nursing Facility: Answers4Families  
 Telephone: (402) 472-9781  
 Email: jgillmor@answers4families.org  
 Referral Date: 02/02/2012

Demographics

First Name: Rita  
 Middle Initial:  
 Last Name: Booktome  
 Phone Number at Nursing Facility: (402) 310-5555  
 Date of Birth: 01/20/1925  
 Resident Gender: Female  
 Primary Language: English  
 Type of Translator: none/needed  
 Veteran: Yes  
 Race:  Hispanic/Latino

Insurance:  Private Pay  Medicare

Resident's Home in the Community

Address1: 1234 Pleasant Valley Road  
 Address2:  
 City: Scottsbluff  
 State: NE  
 ZIP code: 58555  
 Phone:  
 E-mail:  
 Household Type: Lives with Spouse  
 Number in Household: 2  
 Household Members:

Person assisting with assessment

First Name: Jane  
 Last Name: Copat  
 Address 1: 1888 Joe Road

## MDS 3.0 Section Q Referral

Show All

Intake ID	Resident Name	Demographics	Assisted with Assessment	Assessment	Referral Date	Reminder	Referral	Owner	Re-assign
1307	Rita Booktome				02/02/2012		View	Julie Gillmor	Re-assign
1061	Silly Billy				12/05/2011	send follow-up	View	Julie Gillmor	Re-assign
1185	Alaina Bass				10/19/2011	send follow-up	View	Julie Gillmor	Re-assign
609	Iwana Aniguana				07/26/2011	send follow-up	View	Julie Gillmor	Re-assign
68	Sam Pulresident				07/12/2011	send follow-up	View	Julie Gillmor	Re-assign
972	Julie Gillmor				05/31/2011	send follow-up	View	Julie Gillmor	Re-assign
1186	Gus Wagsalot	Edit	Edit	Assessment	Make Referral		View	Julie Gillmor	Re-assign
1332	Whatsa TooYAH	Edit	Edit	Edit	Make Referral		View	Julie Gillmor	Re-assign
1333	Ima Stillmakinthmanual	Edit	Edit	Edit	Make Referral		View	Julie Gillmor	Re-assign

When the black arrows appear in the column heading, it indicates you can sort that column.

Click on the arrow to sort in ascending order, and then again to sort in descending order.

Show All

Start a new referral (Nursing Facilities Only)

Click on "re-assign" to allow another staff member at your organization the ability to view the referral information. Only nursing facility staff with a manager level access in the NRRS can re-assign referrals. Admin level users see all residents on their lists. Other level users see only residents assigned to them.

# Managing Your Referral List – for Responding Agencies

Here is how a Responding Agency's list appears:

## Your referrals

Show All

Intake ID	Resident Name	Referral Date	Referring User	Nursing Facility Staff Member	Referral	Agency Outcome	Owner	Re-assign
1307	Rita Booktome	02/02/2012	Answers4Families	Julie Gillmor	View	Outcome 0 days old	Charlie Lewis	Re-assign
41	Mike Williams					Outcome 59 days old	Charlie Lewis	Re-assign
1061	Silly Billy					Outcome 59 days old	Allison Jones	Re-assign
965	Marg Noexist					Outcome 106 days old	Charlie Lewis	Re-assign
1185	Alaina Bass					Outcome 106 days old	Charlie Lewis	Re-assign
609	Ivana Ariguana					Outcome 191 days old	Charlie Lewis	Re-assign
68	Sam Pulresident	07/12/2011	Answers4Families	Julie Gillmor Telephone: (402)	View	Outcome 205 days old	Charlie Lewis	Re-assign

The default view for the referral list is to show "open" referrals. In other words, the responding agency has not entered an outcome yet.

When you click "Show All" you will see all referrals for the agency, including those with outcomes and those without outcomes.

At the lower right, you will see the number of active referrals (no outcome information entered) and the number of closed referrals (outcome information entered).

Show All

Active: 13 Closed: 16

**This is the view after you click “Show All.”**

Blue highlighting indicates that information about the responding agency has been entered by the responding agency. Click on “View” to see all referral information entered by the nursing facility and the responding agency.

Pink highlighting indicates residents who have referral information entered and saved, but the referral has not yet been made.

**Your referrals**

Hide Closed

Intake ID	Resident Name	Referral Date	Referring User	Nursing Facility Staff Member	Referral	Agency Outcome	Owner	Re-assign
1307	Rita Booktome	02/02/2012	Answers4Families	Julie Gillmor Telephone: (402) 472-9781	View	Outcome 4 days old	Charlie Lewis	Re-assign
41	Mike Williams	12/05/2011	Answers4Families	Charlie Lewis Telephone: 402-472-9815	View	Outcome 63 days old	Charlie Lewis	Re-assign
1061	Silly Billy	12/05/2011	Answers4Families	Charlie Lewis Telephone: 402-472-9815	View	Outcome 63 days old	Allison Jones	Re-assign
965	Marg Noexist	10/19/20				Outcome old	Charlie Lewis	Re-assign
1185	Alaina Bass	10/19/20				Outcome old	Charlie Lewis	Re-assign
1093	Dale Heckard	08/12/20	Broken Bow	Telephone: 308-872-6421			Julie Gillmor	
609	Iwana Aniguana	07/26/2011	Answers4Families	Julie Gillmor Telephone: (402) 472-9781	View	Outcome 195 days old	Charlie Lewis	Re-assign
809	Pizza Pie	07/14/2011	Answers4Families	Charlie Lewis Telephone: 402-472-9815	View		Charlie Lewis	
68	Sam Pulresident	07/12/2011	Answers4Families	Julie Gillmor Telephone: (402) 472-9781	View	Outcome 209 days old	Charlie Lewis	Re-assign

When the black arrows appear in the column heading, it indicates you can sort that column.  
Click the arrows to sort in ascending order, and then again to sort in descending order.

# Completing the Outcomes (for Responding Agencies)

The outcomes should be submitted between 30 and 45 days after the referral was made, reflecting the outcome (transition status) 30 days from the referral.

The screenshot shows the 'Outcomes' section of the NRRS interface. The form includes the following fields and callouts:

- How was RESIDENT contact made \***: A dropdown menu currently set to 'Face to Face'. A callout box explains: 'This first field is a drop down where you can identify if resident contact was made face to face, by phone, or not made. This field is to reflect only direct contact with the RESIDENT, not staff or other representatives. Mailing information does not constitute a contact.'
- Additional contact made with \***: A list of checkboxes for contact types: 'No one else', 'NF Social Worker', 'NF Discharge Planner', 'Resident's Guardian', 'Resident's Representative (not guardian)', and 'Other'. A callout box explains: 'Mark as many additional contacts as apply. Mailing information does not constitute a contact.'
- Date RESIDENT contacted \***: A date input field with a calendar icon and the format 'mm/dd/yyyy'.
- Outcome \***: A dropdown menu currently set to '--Select-'.
- Notes**: A large text area for entering additional information.

A 'Save' button is located at the bottom left of the form.

Navigation: [Demographics](#) | [Assisted with Form](#) | [Assessment](#) | [Referral List](#)

**Outcomes**

How was RESIDENT contact made \*

Reason not contacted \*

Other reason not contacted \*

Notes

If you select that the resident was not contacted, please indicate why.

If "other," please describe using the Notes field.

Save

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Outcomes**

How was RESIDENT contact made \* Face to Face

- Additional contact made with \*
- No one else
  - NF Social Worker
  - NF Discharge Planner
  - Resident's Guardian
  - Resident's Representative (not guardian)
  - Other

Date RESIDENT contacted \* 02/05/2012 mm/dd/yyyy

Outcome \*  
--Select--  
Resident transitioned  
Transition is pending  
Resident not transitioned  
Other

Notes

Next, select the outcome (transition status).

Your selection should reflect the resident's transition status at 30 days after the referral.

Save

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Outcomes**

How was RESIDENT contact made \*

- Additional contact made with \*
- No one else
  - NF Social Worker
  - NF Discharge Planner
  - Resident's Guardian
  - Resident's Representative (not guardian)
  - Other

Date RESIDENT contacted \*

Outcome \*

- Why is transition pending \*
- Aged and Disabled Waiver
  - Developmental Disabilities Waiver
  - Traumatic Brain Injury Waiver
  - State Plan Services
  - Social Services Block Grant
  - Behavioral Health Services
  - Housing
  - Other

Notes

When "transition is pending" is selected, check public programs upon which the resident's is anticipated to utilize.

If there are additional factors influencing the transition, please mark "Other" and describe them in the Notes field below.

Navigation: Demographics | Assisted with Form | Assessment | Referral List

**Outcomes**

How was RESIDENT contact made \*

- Additional contact made with \*  No one else  
 NF Social Worker  
 NF Discharge Planner  
 Resident's Guardian  
 Resident's Representative (not guardian)  
 Other

Date RESIDENT contacted \*

Outcome \*

- Reason Resident not transitioned \*  Resident's physical needs or estimated costs could be accommodated through the state's system.  
 Resident could not find housing.  
 Resident changed mind or did not cooperate with unrealistic expectations of institution.  
 Resident's guardian is not available.  
 Other

Notes

When "resident not transitioned" is selected, check all reasons that apply.  
If there are additional factors influencing the transition, please mark "Other" and describe them in the Notes field.

# Resources

- CMS resources on MDS 3.0  
[https://www.cms.gov/NursingHomeQualityInits/25\\_NHQIMDS30.asp](https://www.cms.gov/NursingHomeQualityInits/25_NHQIMDS30.asp)
- CMS training on MDS 3.0  
[https://www.cms.gov/NursingHomeQualityInits/45\\_NHQIMDS30TrainingMaterials.asp#TopOfPageals.asp](https://www.cms.gov/NursingHomeQualityInits/45_NHQIMDS30TrainingMaterials.asp#TopOfPageals.asp)
- National Long-Term Care Ombudsman Resource Center Resources on MDS 3.0  
<http://www.ltombudsman.org/issues/MDS-3.0>
- <https://nrrs.ne.gov/mds/>  
Link to create an account  
Link to download Access and Confidentiality Agreement  
Video Demonstration  
Manual Frequently Asked Questions documents
- <http://adrc.ne.gov/>  
Aging and Disability Resource Center grant  
Resources for providers and consumers

# Contact

## Questions About Referral Process

Julie Gillmor, ADRC Program Coordinator  
UNL Center on Children, Families and the Law  
[jgillmor@answers4families.org](mailto:jgillmor@answers4families.org)  
(402) 472-9781

## Questions About MDS Coding and Appropriate Referrals

Dan Taylor, Training Coordinator  
State Certification Agency, DHHS, Public Health  
[dtaylor@nebraska.gov](mailto:dtaylor@nebraska.gov)  
Long-Term Care Facility Help Line (402) 471-3324