



HPES Transition FAQs

October 2011

In this issue:

» Frequently Asked Questions (FAQs)

Answers to Nevada (NV) Medicaid Management Information System (MMIS) HPES Transition FAQs

HPES is very excited about the NV MMIS HPES transition and the opportunity to serve the Nevada Medicaid program stakeholders, provider and recipient communities.

What is the NV MMIS HPES transition and when will it occur?

The Nevada Division of Health Care Financing and Policy (DHCFP) selected a new fiscal agent, Hewlett Packard Enterprise Services (HPES). Beginning December 5, 2011, HPES assumes all responsibility as the DHCFP medical, dental, and pharmacy claims processing fiscal agent. This means that all claims processing, provider enrollment, payments, call center questions, provider training, and appeals information will be the responsibility of HPES. Pharmacy providers will need to use a new BIN number starting December 2, 2011.

What stays the same with the new fiscal agent?

HPES is taking over the existing NV Medicaid Management Information System (MMIS), so many processes and procedures will remain the same. There are no new billing changes planned during the transition period. The billing materials, documents and forms will be updated with the HPES logo. Payment cycles will remain on the same schedule.

What is new?

HPES is bringing several new systems to perform the same functions used today. Pharmacy Benefit Management (PBM), Prior Authorization (PA), Pre-Admission Screening and Resident Review (PASRR), and a new Provider Web Portal are examples of the new HPES systems.

Will the documentation or forms that providers use be different?

For most of the documentation and forms there will only be minor changes. For example, the documents will display the HPES logo. Documentation and forms will be located on the Provider Web Portal at a new website address.

There will also be new documentation for systems that HPES is replacing. Informational workshops are scheduled for Nevada Medicaid and Nevada Check Up providers regarding the transition to the new fiscal agent and new functions in October, November, and December.

Will recipient ID cards be affected?

Nevada Medicaid and Nevada Check Up recipients will receive new ID cards during the month of November. The new cards will be light blue in color and replace the previous white cards. New contact information is printed on the card. Magnetic swiping capability for the new cards will function starting December 5, 2011 and the old cards will cease to function on the same date. Important Note: Pharmacy providers will need to use the new BIN # 001553, also displayed on the card, starting December 2, 2011.

Will DHCFP and Medicaid providers receive any training?

Absolutely. Training workshops for both DHCFP and providers are planned and scheduled. Training will be conducted before HPES, the new fiscal agent, takes over. First, HPES will participate in the training workshops that Magellan Medicaid Administration scheduled for October to introduce training for the processes providers will need to learn prior to the new fiscal agent assuming responsibility for the system. The workshops will provide DHCFP and providers the information needed to successfully transition to the new fiscal agent and system functions. Training for DHCFP starts in October and continues through November. Providers can expect training schedules and locations to be posted on the Magellan Medicaid Administration provider website in October.

Will providers need to re-enroll in the Nevada Medicaid and Nevada Check-Up program?

No. Re-enrollment in the Nevada Medicaid and Nevada Check-Up program is not required. All existing, active providers will be included in the HPES takeover. Providers can, however, expect that DHCFP may require provider re-enrollment activities in the near future.

When can we access the new Provider Web Portal?

A Provider Announcement will be made through the current fiscal agent (Magellan Medicaid Administration) website, remittance advice (RA) messaging, and during provider training workshops regarding the new Provider Web Portal access, training opportunities and registration processes. Providers will be able to access the Provider Web Portal public facing page November 11, 2011. Registration is required to perform functions on the new Provider Web Portal. This registration/enrollment process is independent of the Nevada Medicaid and Nevada Check Up program enrollment.

How and when can I contact HPES?

A temporary toll-free phone number, 1-800-626-6535, available prior to HPES go-live, is specifically for provider questions concerning the implementation process and what to expect when HPES begins to serve as Nevada's new Medicaid fiscal agent. This number will become active October 3, 2011, and will be published to providers in an upcoming newsletter and bulletins on the current fiscal agent (Magellan Medicaid Administration) web site. This temporary toll-free number **is not** for claim inquiries.

What changes will occur with pharmacy claims?

As part of the overall fiscal agent transition, HPES is implementing a new pharmacy benefit management (PBM) system provided by SXC Health Solutions, Inc. Billing changes associated with the pharmacy transition, along with updated pharmacy call center numbers will be introduced via FAQs posted on the current fiscal agent (Magellan Medicaid Administration) web site, and in a new billing manual and pharmacy provider payer sheet provided on the new Provider Web Portal. New Preferred Drug List (PDL) changes will also be communicated through the Provider Web Portal. Pharmacy provider payment cycles will remain on the same schedule. Pharmacy providers will need to use the new BIN # 001553, which is printed on the new ID card, starting December 2, 2011.

What if I missed something important?

A statewide provider outreach plan is in progress that includes face-to-face group training and provider communication opportunities. Training materials and trained staff will be available by phone and e-mail to assist. For information regarding the training schedule, send an email to: NevadaProviderTraining@hp.com

HPES is very excited about the opportunity to serve the Nevada provider and recipient communities. HPES will provide more information about the upcoming changes over the next

few months, so continue to watch for Provider Newsletters, monthly updated HPES transition bulletins, and FAQs on the current fiscal agent (Magellan Medicaid Administration) web site Transition Info page at <https://nevada.fhsc.com/transition/default.asp>. Transition questions will be addressed via e-mail sent to NVMMS.ProviderServices@hp.com.starting October 3, 2011.