



HPES Transition and TPL FAQs

December 2011

In this issue:

- » Frequently Asked Questions (FAQs) – HPES Transition and Third Party Liability (TPL)

Answers to FAQs

Nevada Division of Health Care Financing and Policy (DHCFP) selected HP Enterprise Services (HPES) to take over the State of Nevada's Medicaid Management Information System (MMIS) and assume responsibility for Nevada Medicaid and Nevada Check Up claims processing and payments, provider enrollment, call center questions, provider training and appeals as fiscal agent. HPES has partnered with Emdeon to provide Third Party Liability (TPL) services.

Who do I contact December 5, 2011, for third party liability matters?

Effective December 5, 2011, Emdeon will take over all services, including identification and recovery, related to third party liability from the current TPL vendor, HMS. Emdeon will research issues and update recipient's files as necessary, with the exception of Medicare eligibility file updates.

What is changing regarding TPL processes and billing related to the transition?

The only change is that starting December 5, 2011, providers contact Emdeon (rather than HMS) when there are questions on a Nevada Medicaid recipient's other health care coverage. Routine TPL processes and billing procedures will **not** change.

The State Medicaid program is intended, by law, to be the payer of last resort; that is, all other available third party resources must meet their legal obligation to pay claims before the Medicaid program pays for the care of an individual eligible for Medicaid. Please note: Medicaid is the primary payer to Indian/Tribal Health Services (IHS), Children with Special Care Needs and State Victims of Crime programs as specified in Nevada Medicaid Services Manual (MSM) Chapter 100. Third party liability refers to the legal obligation of third parties to pay all or part of the expenditures for medical assistance furnished under a State plan. States are required to take all reasonable measures to ascertain the legal liability of third parties to pay for care and services available under the State plan.

Who do I contact if I am notified that the Nevada Medicaid recipient has other coverage?

Effective December 5, 2011, Emdeon can be contacted by using the phone, email, fax or traditional mail information indicated below:

The phone number is 855-528-2596 (available from 8:00 a.m. to 5 p.m. PT Monday-Friday)

The fax number is 855-650-5753

The email address is TPL-NV@Emdeon.com

The mailing address is:

Emdeon TPL Unit

PO Box 148850

Nashville, TN 37214-8850