



Provider FAQs

Nevada Medicaid and Nevada Check Up Pharmacy Program

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- » Frequently Asked Questions (FAQs) regarding Nevada Medicaid and Nevada Check Up Pharmacy Program and SXC

Verify eligibility electronically:

Now and continuing after December 5:

Call (800) 942-9511

Through December 4:

<https://nevada.fhsc.com/>

Starting December 5:

<https://medicaid.nv.gov>

Pharmacy Technical Call Center:

Starting December 2: Call (866) 244-8554

Pharmacy Prior Authorization (PA):

Starting December 2: Call (855) 455-3311

Fax pharmacy PA requests to:

Starting December 2: Call (855) 455-3303

Medical PA: Starting December 2:

Call (800) 525-2395

Answers to provider FAQs

Nevada Division of Health Care Financing and Policy (DHCFP) has chosen Hewlett-Packard Enterprise Services (HPES) to take over the State of Nevada's Medicaid Management Information System (MMIS). HPES partners with SXC Health Solutions, Inc. to provide pharmacy services.

What are the big changes?

- The Bank Identification Number (BIN) will change
- The Processor Control Number (PCN) will change
- New phone numbers to reach SXC pharmacy support

When are these changes effective?

SXC will begin accepting National Council for Prescription Drug Programs (NCPDP) 5.1 pharmacy claims December 2, 2011, at 6:00 a.m. Pacific Time. SXC will begin accepting NCPDP D.0 pharmacy claims on January 1, 2012, at 12:00 a.m. Pacific Time.

When will the testing environment be open?

Both NCPDP 5.1 and D.0 environments will be available throughout the month of November. Please refer to the testing instructions and payer sheets which will be distributed in October.

Who do I call for a pharmacy PA?

Effective December 2, 2011, call the Pharmacy PA Call Center toll-free at (855) 455-3311.

Where do I mail paper claims?

Effective December 2, 2011, mail paper claims to SXC's Claims Processing:

InformedRx Manual Claims
PO Box 5206
Lisle, IL 60532-5206

Is the member number changing?

No, the member number is staying the same.

Who is SXC?

SXC is the premier Pharmacy Benefits Manager contracted through HPES to administer the pharmacy portion of Nevada's Medicaid Management Information System (MMIS).

Who do I call if I don't understand why my claim denied?

Effective December 2, 2011, call the Pharmacy Technical Call Center at (866) 244-8554.

What are the hours of the Pharmacy Technical Call Center?

The Pharmacy Technical Call Center is open 24 hours a day, 7 days a week, and 365 days a year.

What do I enter for the group number?

SXC does not require a group number to be submitted to process claims.

When can I start transmitting NCPDP D.0 claims?

More information will be coming shortly. The anticipated date for the start of NCPDP D.0 claims is January 1, 2012.

What does SXC do for the State of Nevada?

The services SXC will provide include:

- On-line adjudication compliant with NCPDP 5.1 and D.0
- Clinical and organizational support for Pharmacy and Therapeutic (P&T) meetings
- Clinical and organizational support for Drug Utilization Review (DUR) Board meetings
- Maintaining the drug file, including Medicare administrative contractor MAC pricing
- Processing PAs
- Drug Rebate Program
- Provide retrospective DUR services