



Provider FAQs

Recipient Identification (ID) Cards (FAQ Contains Updated Information for Providers)

November 2011

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Answers to providers' FAQs regarding recipient ID cards after the fiscal agent transition to HP Enterprise Services (HPES)

Will recipients receive new ID cards to use after the fiscal agent transition on December 5, 2011?

Yes. Previous provider FAQs indicated that recipient ID cards would be mailed during the month of November. The correct mailing date is November 28, 2011; although, 10,000 ID cards were mailed early inadvertently. As noted below, please accept the new recipient ID cards beginning December 5, 2011 (December 2, 2011, for pharmacy services).

How will the new ID card differ from the old ID card?

The new card will be light blue in color and will replace the previous white card. New contact information will be printed on the card. The old white card will not function for magnetic swiping purposes starting December 5, 2011. The new light blue ID card must be presented for magnetic swiping starting December 5, 2011.

Will recipient ID numbers change for the transition?

No. Recipient ID numbers will not change for the transition.

What if my recipients are determined eligible in Nevada Medicaid and Nevada Check Up before December 5, 2011?

Recipients who are determined eligible between November 1, 2011, and November 30, 2011, will receive their new blue cards in early December.

Can recipients present their old cards after December 5, 2011?

Yes. Recipients can present their old cards after December 5, 2011, as long as they are eligible even if the magnetic swipe capability on the old card does not function. Services should be rendered.

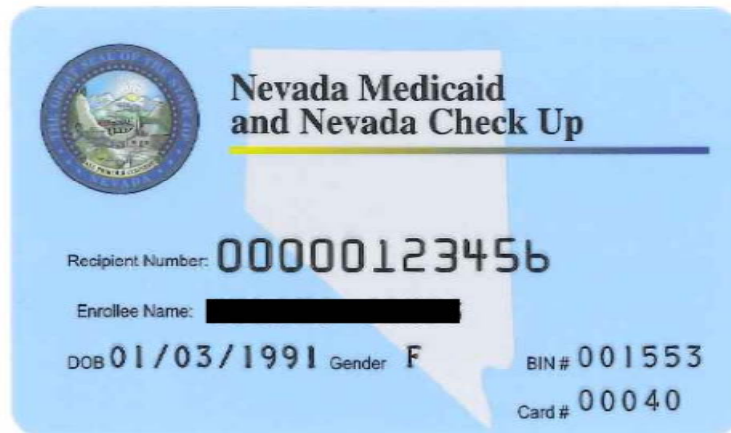
Does any of the above information differ for pharmacy providers?

Yes. Recipients can present the new ID cards beginning December 2, 2011, for pharmacy services. Pharmacy providers will use the new Bank Identification Number (BIN) 001553 beginning December 2, 2011, to direct the prescription claim to Nevada Medicaid and Nevada Check Up. The new BIN will be displayed on the new ID card.

Can I see the new ID card in order to recognize it when recipients present it?

Yes. The new ID card is shown below.

Recipient card front:



Recipient card back:

