



Provider FAQs

Pharmacy Prior Authorization Requests through the Fiscal Agent Transition November 2011

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Answers for providers regarding Pharmacy Prior Authorization Requests

Introduction:

HP Enterprise Services (HPES) has partnered with SXC Health Solutions, Inc. to administer pharmacy services for the Nevada Medicaid and Nevada Check Up pharmacy programs. This document contains questions and answers that will assist providers in submitting prior authorization (PA) requests and contacting SXC for assistance as the fiscal agent activities transition to HPES and SXC. Pharmacy services transition on December 2, 2011. The online pharmacy PA system will not be available December 2 through December 4.

I always fax my pharmacy PAs. Is there a change?

Yes, but the only change is a new fax number. December 2 and forward, use the same process as you use now and fax your PA requests to (855) 455-3303.

I have been using the online pharmacy PA system. As the HPES Nevada Medicaid Provider Web Portal will not be available for pharmacy PAs until December 5, how do I do them?

Use the Pharmacy Prior Authorization fax line (855) 455-3303 from December 2 to December 5 or call the Clinical Call Center at (855) 455-3311.

Will this temporary lack of online pharmacy PAs cause any system or provider problems for providers who do not submit PAs online?

No. There will be no serious impact as currently only very few Nevada Medicaid providers use the online PA system.

What is the HPES Provider Web Portal?

The Provider Web Portal at <https://www.medicaid.nv.gov> is a useful tool for all providers in accessing announcements, as well as enrollment, billing and training information. Also on the Provider Web Portal, providers can register to use the online pharmacy PA system to be able to enter requests real-time, and view recipient medication history and the criteria for PA approval.

Providers are encouraged to register early to ensure they are prepared to submit PAs online beginning December 5. Visit <https://www.medicaid.nv.gov> now for registration details.

Will I be able to get my pharmacy provider questions answered between December 2 and December 5?

Yes. SXC phone lines will be open at midnight Pacific Time on December 2.

- The CLINICAL call center phone number is: (855) 455-3311.
- The TECHNICAL call center phone number is: (866) 244-8554.