



Nevada Medicaid

Provider Relations Field Service Representative Team Territories

Provider Relations Field Service Representatives are assigned to providers based on provider type. Please refer to the following tables to determine which Field Service Representative is assigned to assist with inquiries and please submit a request to NevadaProviderTraining@gainwelltechnologies.com. When submitting a request, please include the National Provider Identifier (NPI), Internal Control Number (ICN) (Claim ID), Prior Authorization Number (if applicable) and any other pertinent information. Once the information is received, the communication will then be forwarded to the appropriate Field Service Representative for research and outreach.

Rep Name: Katie Vanderlaan	
Provider Types (Statewide): <ul style="list-style-type: none">• 20 – Physician, M.D., Osteopath, D.O. (excluding specialties 146 and 147, Psychiatry)• 23 – Hearing Aid Dispenser & Related Supplies• 24 – Advanced Practice Registered Nurse• 25 – Optometrist• 27 – Radiology & Non-Invasive Diagnostic Centers• 41 – Optician, Optical Business• 46 – Ambulatory Surgical Centers• 72 – Nurse Anesthetist• 74 – Nurse Midwife• 76 – Audiologist• 77 – Physician’s Assistant	Zip Codes: All

Rep Name: Dena Crowe	
Provider Types (Statewide): <ul style="list-style-type: none">• 15 – Registered Dietitian• 17 – Special Clinics (excluding specialty 188, Certified Community Behavioral Health Center (CCBHC))• 21 – Podiatrist• 32 – Ambulance, Air or Ground• 34 – Therapy• 35 (Specialty 987) – Non-Emergency Secure Behavioral Health Transports• 36 – Chiropractor• 43 – Laboratory, Pathology Clinical• 47 – Indian Health Services (IHS) and Tribal Clinics• 90 – Doula	Zip Codes: All



Rep Name: Ashleigh Papez

Provider Types (Statewide):

- 10 – Outpatient Surgery, Hospital Based
- 11 – Hospital, Inpatient
- 12 – Hospital, Outpatient
- 19 – Nursing Facility
- 29 – Home Health Agency
- 44 – Swing Bed, Acute Hospital
- 45 – End Stage Renal Disease (ESRD) Facility
- 56 – Inpatient Rehabilitation and Long-Term Acute Care (LTAC) Specialty Hospitals
- 64 – Hospice
- 65 – Hospice, Long Term Care
- 75 – Critical Access Hospital (CAH), Inpatient
- 81 – Hospital Based ESRD Provider
- 96 – Rural Emergency Hospital (REH), Outpatient

Zip Codes:

All

Rep Name: Susan Harrison

Provider Types (Statewide):

- 17 (**Specialty 188**) – Special Clinics, Certified Community Behavioral Health Center (CCBHC)
- 20 (**Specialty 146, 147**) – Physician, M.D., Osteopath, D.O., Psychiatry
- 26 – Psychologist
- 54 – Targeted Case Management
- 82 – Behavioral Health Rehabilitative Treatment
- 85 – Applied Behavior Analysis (ABA)
- 86 – Specialized Foster Care
- 87 – Designated Mobile Crisis Team, Crisis Stabilization Center
- 93 – Substance Use Treatment

Zip Codes:

All



Rep Name: Alyssa Drucker	
Provider Types (Statewide): <ul style="list-style-type: none">• 13 – Psychiatric Hospital, Inpatient• 14 – Behavioral Health Outpatient Treatment• 16 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Public• 63 – Psychiatric Residential Treatment facility (PRTF)• 68 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private	Zip Codes: All

Rep Name: Sophia Heinz	
Provider Types (Statewide): <ul style="list-style-type: none">• 22 – Dentist• 28 – Pharmacy• 30 – Personal Care Services - Provider Agency• 33 – Durable Medical Equipment• 38 – Waiver for Individuals with Intellectual Disabilities and Related Conditions• 39 – Adult Day Health Center• 48 – Home and Community Based Waiver for Frail Elderly• 55 – Home Based Habilitation Services• 57 – Home and Community Based Waiver for the Frail Elderly (Elderly in Adult Residential Care)• 58 – Home and Community Based Waiver for Persons with Physical Disabilities• 59 – Home and Community Based Waiver for the Frail Elderly (Augmented Personal Care Services)• 60 – School Based• 83 – Personal Care Services - Intermediary Service Org• 95 – Home and Community Based Waiver for Structured Family Caregiving	Zip Codes: All

For all other provider types not listed above, please send an email to: NevadaProviderTraining@gainwelltechnologies.com.