



## Nevada Medicaid

### Provider Relations Field Service Representative Team Territories

Provider Relations Field Service Representatives are assigned to providers based on provider type and/or zip codes related to the servicing location of the National Provider Identifier (NPI) or Atypical Provider Identifier (API). 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](mailto:NevadaProviderTraining@gainwelltechnologies.com). When submitting a request, please include the 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 Representative for research and outreach.

<b>Rep Name: Teresa Fooks</b>	
<p><b>Provider Types:</b></p> <ul style="list-style-type: none"> <li>• 15 – Registered Dietitian</li> <li>• 17 – Special Clinics</li> <li>• 20 – Physician, M.D., Osteopath, D.O.</li> <li>• 21 – Podiatrist</li> <li>• 23 – Hearing Aid Dispenser &amp; Related Supplies</li> <li>• 24 – Advanced Practice Registered Nurse</li> <li>• 25 – Optometrist</li> <li>• 27 – Radiology &amp; Non-Invasive Diagnostic Centers</li> <li>• 32 – Ambulance, Air or Ground</li> <li>• 34 – Therapy</li> <li>• 35 (Specialty 987) – Non-Emergency Secure Behavioral Health Transports</li> <li>• 36 – Chiropractor</li> <li>• 41 – Optician, Optical Business</li> <li>• 43 – Laboratory, Pathology Clinical</li> <li>• 46 – Ambulatory Surgical Centers</li> <li>• 72 – Nurse Anesthetist</li> <li>• 74 – Nurse Midwife</li> <li>• 76 – Audiologist</li> <li>• 77 – Physician’s Assistant</li> <li>• 89 – Community Health Workers</li> <li>• 90 – Doula</li> </ul>	<p><b>Zip Codes (Southern Nevada):</b></p> <p>88901 88905 89001 89002 89003 89004 89005              89006 89007 89008 89009 89010 89011 89012              89013 89014 89015 89016 89017 89018 89019              89020 89021 89023 89024 89025 89026 89027              89028 89029 89030 89031 89032 89033 89036              89037 89039 89040 89041 89042 89043 89044              89045 89046 89047 89048 89052 89053 89060              89061 89067 89070 89074 89077 89081 89084              89085 89086 89087 89101 89102 89103 89104              89105 89106 89107 89108 89109 89110 89111              89112 89113 89114 89115 89116 89117 89118              89119 89120 89121 89122 89123 89124 89125              89126 89127 89128 89129 89130 89131 89132              89133 89134 89135 89136 89137 89138 89139              89140 89141 89142 89143 89144 89145 89146              89147 89148 89149 89150 89151 89152 89153              89154 89155 89156 89157 89159 89160 89161              89162 89163 89164 89165 89166 89169 89170              89173 89177 89178 89179 89180 89183 89185              89191 89193 89195 89199</p>



**Rep Name: Dena Brennan**

**Provider Types:**

- 15 – Registered Dietitian
- 17 – Special Clinics
- 20 – Physician, M.D., Osteopath, D.O.
- 21 – Podiatrist
- 23 – Hearing Aid Dispenser & Related Supplies
- 24 – Advanced Practice Registered Nurse
- 25 – Optometrist
- 27 – Radiology & Non-Invasive Diagnostic Centers
- 32 – Ambulance, Air or Ground
- 34 – Therapy
- 35 (Specialty 987) – Non-Emergency Secure Behavioral Health Transports
- 36 – Chiropractor
- 41 – Optician, Optical Business
- 43 – Laboratory, Pathology Clinical
- 46 – Ambulatory Surgical Centers
- 47 – Indian Health Services (IHS) and Tribal Clinics (**State-wide**)
- 72 – Nurse Anesthetist
- 74 – Nurse Midwife
- 76 – Audiologist
- 77 – Physician’s Assistant
- 89 – Community Health Workers
- 90 – Doula

**Zip Codes (Northern Nevada):**

89022 89049 89301 89310 89311 89314 89315  
 89316 89317 89318 89319 89402 89403 89404  
 89405 89406 89407 89408 89409 89410 89411  
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 89835 89883

**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

**Zip Codes:**

All



**Rep Name: Susan Harrison**

**Provider Types:**

- 14 – Behavioral Health Outpatient Treatment
- 16 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Public
- 17 (Specialty 188) – Special Clinics, Certified Community Behavioral Health Center (CCBHC)
- 17 (Specialty 215) – Special Clinics, Substance Abuse Agency Model (SAAM)
- 20 (**Specialty 146, 147**) – Physician, M.D., Osteopath, D.O., Psychiatry
- 26 – Psychologist
- 54 – Targeted Case Management
- 68 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private
- 82 – Behavioral Health Rehabilitative Treatment
- 85 – Applied Behavior Analysis (ABA)
- 86 – Specialized Foster Care

**Zip Codes (Southern Nevada):**

88901 88905 89001 89002 89003 89004 89005  
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**Rep Name: Alyssa Kee Chong**

**Provider Types**

- 13 – Psychiatric Hospital, Inpatient (**Statewide**)
- 14 – Behavioral Health Outpatient Treatment
- 16 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Public
- 17 (Specialty 188) – Special Clinics, Certified Community Behavioral Health Center (CCBHC)
- 17 (Specialty 215) – Special Clinics, Substance Abuse Agency Model (SAAM)
- 20 (**Specialty 146, 147**) – Physician, M.D., Osteopath, D.O., Psychiatry
- 26 – Psychologist
- 54 – Targeted Case Management
- 63 – Residential Treatment Centers (RTC) (**Statewide**)
- 68 - Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private
- 82 – Behavioral Health Rehabilitative Treatment
- 85 – Applied Behavior Analysis (ABA)
- 86 – Specialized Foster Care

**Zip Codes (Northern Nevada):**

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 89835 89883



**Rep Name: Sophia Heinz**

**Provider Types (Statewide):**

- 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

**Zip Codes:**

All

For all other provider types and zip codes not listed above, please send an email to:  
[NevadaProviderTraining@gainwelltechnologies.com](mailto:NevadaProviderTraining@gainwelltechnologies.com).