



March 28, 2016

Announcement 1107

Attention Provider Type 22 Dental and Orthodontia Providers: Courtesy Requests for Additional Information Will No Longer Be Faxed

When requests for prior authorization are pended for additional information, Hewlett Packard Enterprise generates a notice requesting additional information. This notice is mailed to the "Mail To" address that providers have chosen on enrollment or revalidation applications or on the Provider Information Change Form (FA-33). In addition, a note is placed in the Provider Web Portal with notification that the request is in a pending status awaiting receipt of additional information. The note in the portal and the letter specify the additional information that is needed and when the information is due in order to complete the request for review. If the information is not received within the specified time frame, the request for review will be technically denied.

Effective May 1, 2016, Hewlett Packard Enterprise will no longer send these notifications via fax to providers. Providers are therefore advised to check their Nevada Medicaid/Nevada Check Up enrollment to verify their address for receipt of correspondence and to ensure that they are registered to utilize the Provider Web Portal. To complete changes online, please login to the secure [Provider Web Portal](#), and choose "Revalidate-Update Provider" or use the [Provider Information Change Form \(FA-33\)](#). For assistance with obtaining a secured login and/or training on using the Provider Web Portal, contact the Hewlett Packard Enterprise Field Representatives at NevadaProviderTraining@hpe.com.