Attention Personal Care Services Providers:

Authorization Request Forms (FA-24, FA-24T and FA-24C) Must Be Correctly Submitted

Attention provider types 30 (Personal Care Services Provider Agency) and 83 (Personal Care Services Intermediary Service Organization): Effective immediately, when requests for annual update are submitted, the Personal Care Services (PCS) Prior Authorization form (FA-24) must be complete. If the Legally Responsible Individual (LRI) Information is incomplete or marked unknown, the request will be pended for additional information and a note will be entered in the Provider Web Portal explaining what is needed. If the information is not received within 30 calendar days, the request will be denied and a notice of decision will be sent.

If your request is pended for additional information, please upload the corrected FA-24 and any required documentation to the same prior authorization. DO NOT create a new authorization. The received date is the date a completed correct request is received. The date of receipt of incorrect or incomplete requests is not valid. To avoid uncovered dates of service, please complete the FA-24 in its entirety the first time it is submitted.

Fax confirmation sheets for incomplete requests will not be accepted as verification of timely submission. This pertains to all requests. Fax confirmation logs or handwritten notes are not a valid verification of timely submission. Creating a request in the Provider Web Portal is not a valid request without an attached and correctly completed FA-24, Personal Care Services Recipient Request for Provider Transfer (FA-24T) or Authorization Request for Self-Directed Skilled Services (FA-24C). The forms are available on the Providers Forms webpage at www.medicaid.nv.gov.

It is recommended that providers submit requests using the Provider Web Portal. For assistance, please refer to the Personal Care Services Provider Web Portal Training presentation posted under "Workshop Materials" on the Provider Training webpage.