



January 29, 2019

Web Announcement 1827

## **Modernization: Attention All Providers: Extended Customer Service Call Center Hours during MMIS Transition**

The Division of Health Care Financing and Policy (DHCFP) is implementing a new modernized Medicaid Management Information System (MMIS) on Friday, February 1, 2019. The Customer Service Call Center **(877-638-3472)** will be open for extended hours to support providers with transitioning to the new system.

The hours will be as follows.

<b>Temporary Expanded Call Center Hours (all times are Pacific Time)</b>	
Monday, January 28, through Thursday, January 31	8 a.m. to 5 p.m.
Monday through Friday, February 1 until further notice	7 a.m. to 7 p.m.
Saturdays February 2 until further notice	8 a.m. to noon
Sundays, February 3, February 10 and February 17	8 a.m. to noon

If there are any questions, please do not hesitate to contact Nevada Medicaid at 877-638-3472.