



February 21, 2019
Announcement 1845

Modernization: Attention All Providers: Update Regarding Expanded Customer Service Call Center Hours

Update to [Web Announcement 1827](#): The Division of Health Care Financing and Policy (DHCFP) implemented a new, modernized Medicaid Management Information System (MMIS) on February 1, 2019. The Nevada Medicaid Customer Service Call Center **(877-638-3472)** has been open for extended hours to support providers with transitioning to the new system.

Effective immediately, the Nevada Medicaid Customer Service Call Center will no longer be open on Saturdays. The expanded hours will continue Monday through Friday until further notice.

Temporary Expanded Call Center Hours (all times are Pacific Time)	
Monday through Friday (until further notice)	7 a.m. to 7 p.m.

If there are any questions, please do not hesitate to contact the Nevada Medicaid Customer Service Call Center at (877) 638-3472.