



April 11, 2022

Web Announcement 2758

Attention All Providers:

Prior Authorization Contact Information and Self-Service Tools

The Division of Health Care Financing and Policy (DHCFP) and Nevada Medicaid would like to remind providers, delegates and their staff that Nevada Medicaid has resources and self-service tools to assist providers with questions regarding their prior authorizations (PAs). If a provider, delegate or staff member has specific questions regarding a prior authorization, please see below for the appropriate contact information and tool.

Topic	Nevada Medicaid Contact Information and Tools
<ul style="list-style-type: none"> Medical necessity information Details as to why a prior authorization was denied or modified 	<p>Electronic Verification System (EVS) Login page: https://www.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx</p> <p>Billing Guides by Provider Type https://www.medicaid.nv.gov/providers/BillingInfo.aspx</p> <p>Prior Authorization Department Call Center Call: (800) 525-2395</p>
<ul style="list-style-type: none"> Status of a PA 	<p>EVS Login page: https://www.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx</p>
<ul style="list-style-type: none"> Provider training on the prior authorization process 	<p>Nevada Medicaid Field Service Representative Team Email: NevadaProviderTraining@gainwelltechnologies.com</p> <p>EVS User Manual: Chapter 4: Prior Authorization</p>
<ul style="list-style-type: none"> Status of a PA PA number Claims-related information 	<p>(General) Customer Service Call Center Call: (877) 638-3472</p>
<ul style="list-style-type: none"> Authorizations performed by Aging and Disability Services Division (ADSD) for 1915(c) Home and Community Based Services (HCBS) Waivers for Frail Elderly (FE) and Physically Disabled (PD) 	<p>ADSD Contacts: Northern NV: CBNorthSupport@adsd.nv.gov Southern NV: CBCLVSupport@adsd.nv.gov</p>
<ul style="list-style-type: none"> Authorizations performed for State Plan 1915(i) Adult Day Health Care (ADHC), Day Habilitation and Residential Habilitation 	<p>1915i@dhcfp.nv.gov</p>