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Announcement 646

## Provider Services Field Representative Team

The HP Enterprise Services (HPES) training team has heard from many providers that having dedicated representatives to assist you one-on-one with your Nevada Medicaid issues would decrease the amount of time you spend on research and improve the overall experience. As a result, HPES is pleased to inform you about the Provider Services Field Representative Team.

These representatives are available to you assist you with a wide variety of areas and topics including:

- Claim inquiries
- Submitting a claim for special handling
- Submitting a claim appeal
- Correct completion of claim forms
- Use of the automated Audio Response System (ARS)
- Submitting claims electronically via Allscripts-Payerpath
- Provider enrollment and re-enrollment
- Understanding recipient eligibility
- Navigating the Provider Web Portal

Representatives are not able to assist with coding claims or clinical information.

Providers may contact their assigned field representative by telephone or email ([NevadaProviderTraining@hp.com](mailto:NevadaProviderTraining@hp.com)) with inquiries. On-site visits at your Nevada professional place of business and virtual room sessions can also be scheduled by contacting your field representative. Requests for on-site visits must be made at least two weeks in advance. Please allow a minimum of 48 hours for telephone calls and emails to be returned. In addition, the Customer Service Center and scheduled training courses remain available to you and your staff members.

Please see the attached "[Provider Services Field Representative Team Territories](#)" to determine which Field Representative is assigned to you.