



December 18, 2013

Announcement 676

New Form to Request Recipient's DME and Vision Service History

Providers who wish to request a recipient's durable medical equipment (DME) or vision service history from HP Enterprise Services (HPES) are required to submit form FA-2. DME and vision history should only be requested once the recipient has been seen or the DME or services to be rendered are identified.

Allow up to five business days from HPES receipt of the form for a response. Form FA-2 is available on the [Providers Forms](#) webpage at www.medicaid.nv.gov.

For questions about requesting a recipient's DME or vision history or about completing form FA-2, please call the Customer Service Call Center (877) 638-3472 (press 2, then press 0, then press 2).