



April 16, 2014

Announcement 719

## Provider Services Field Representative Team Territories Updated

The HP Enterprise Services (HPES) Provider Services Field Representatives are available to assist providers one-on-one with your Nevada Medicaid issues. The Field Representatives are assigned to providers based upon the zip code of your servicing National Provider Identifier (NPI) or Atypical Provider Identifier (API), or your provider type. The assignments have recently been restructured to provide more focused assistance and improve the overall experience. Please see the attached updated "[Provider Services Field Representative Team Territories](#)" to determine which Field Representative is assigned to you.

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 should 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 Call Center and scheduled training courses remain available to you and your staff members.

Field Representatives are available to you assist you with a wide variety of areas and topics including:

- Complex claim inquiries (for general claim questions please contact the Customer Service Call Center at (877) 638-3472)
- Submitting a claim for special handling
- Submitting a claim appeal
- Correct completion of claim forms
- Navigating the Provider Web Portal
- Use of the automated Audio Response System (ARS)
- Submitting claims electronically via Allscripts-Payerpath
- Provider enrollment and re-enrollment
- Understanding recipient eligibility

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