HP Enterprise Services

2012 Provider Training Catalog

Nevada Medicaid Management Information System (NV MMIS)

State of Nevada
Department of Health and Human Services (DHHS)
Division of Health Care Financing and Policy (DHCFP)

Version 2.0
February 2, 2012

hp

Change history

Date (mm/dd/yyyy)	Description of Changes	Pages Impacted
12/05/2011	Takeover HP	All
1/26/2012	Topic updates added to the calendar	Page 4-9
1/26/2012	Updated the Provider Web Portal site address	Page 1

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Welcome

Welcome to the 2012 HP Enterprise Services Provider Training Catalog for Nevada Medicaid and Nevada Check Up providers. All training is sponsored by the State of Nevada, Division of Health Care Financing and Policy (DHCFP). *Training is free of charge.*

We encourage the attendance of billing staff, billing agencies, direct practitioners/health care providers, office managers, admitting and front-desk staff, etc.

All classes will begin and end on schedule except in the event of inclement weather. Attendee promptness is greatly appreciated. If you are unable to arrive on time, please reschedule to a later class date.

Questions or comments?

If you have questions regarding training, please contact the HP Enterprise Services Provider Training Unit at:
Phone: (877) 638-3472, option 2, then option 5
Email: NevadaProviderTraining@hp.com
Fax: (775) 624-5979

Provider training webpage

To access the Provider Training webpage, go to https://www.medicaid.nv.gov. Click on the Provider tab then click on the Training submenu. From this webpage, you can access the Provider Training Catalog, registration forms and more.

How to register

Registration is required for all training. Due to limited space, please register early; registration closes when a class reaches maximum capacity.
To register, fax or mail form FA-41 to (775) 624-5979 or
HP Enterprise Services, Training Registration, P.O. Box 30042, Reno, NV 89520-3042

Pharmacy providers, please see form FA-43 for training and scheduling information. Registrants will receive a fax, phone or e-mail confirmation after their registration form is processed.

To change or cancel your registration, please call HP Enterprise Services at (877) 638-3472, option 2, then option 5.

Training and Annual Conference locations

Northern Nevada training is held in the HP Enterprise Services Presentation Center located at 9850 Double R Blvd., Suite 102, Reno, NV 89521. *Phone*: (775) 335-8500

Southern Nevada training is held in Grant Sawyer Building, Capitol Police Room, located at 555 E. Washington, Las Vegas, NV 89101. *Phone*: (702) 486-2935

Elko training will be held in the Hilton Garden Inn, Elko, 3650 East Idaho Street, Elko, NV 89801. *Phone:* (775) 777-1200

Annual Medicaid Conferences in Reno are held at the Reno/Sparks Convention Center located at 4590 S. Virginia St., Reno, NV 89502. *Phone:* (775) 827-7600

Annual Medicaid Conferences in Las Vegas are held at the Cashman Center located at 850 Las Vegas Boulevard N., Las Vegas, NV 89101. *Phone:* (702) 386-7100

Annual Medicaid Conference

In 2012, Nevada Medicaid will host conferences in Reno and in Las Vegas. The same information will be presented at all conference sessions.

The main presentation of each conference provides policy and billing information for all providers. After the main presentation, *break-out* sessions provide program-specific information for certain provider types (check the registration form to see if a breakout session is offered for your provider type).

During the break-out sessions, HP Enterprise Services will also present an introduction to electronic claims submission using the Allscripts-Payerpath clearinghouse. This presentation is open to all providers and is offered in lecture format. Hands-on computer training is not available during the conference.

Provider training

In January 2012, provider training will be a repeat of the November and December training sessions. These sessions will also have an extended Q & A time. These training sessions will help providers after the HP Enterprise Services Provider Web Portal has been live with navigation and user questions.

Beginning in February, the training content for provider training sessions that will be conducted will be announced through web announcements. The content will be changing based on provider feedback and DHCFP program changes. This approach will keep the training material fresh throughout the year. This format will also allow HP Enterprise Services to train providers on the subjects that may be a focus area based on provider needs.

Virtual training will also continue and be available throughout the year. Again, the content will be changing based on provider feedback and DHCFP program changes. These sessions will be announced through web announcements.

Additionally, new Medicaid provider training will be available. Beginning in February, these new Medicaid provider training sessions will be once a month on a scheduled date. These sessions will alternate between Reno and Las Vegas every other month. For example, February new Medicaid provider training will take place in Reno, while March will be located in Las Vegas. Please refer to the 2012 Training Schedule located in this Provider Training Catalog for the new provider training dates and locations. Topics for the new provider training sessions will be posted via web announcements once they are scheduled.

Please check the Training Schedule in this catalog for the date and location of the billing training sessions.

Individual training

Individual training is available to providers through three different vehicles:

Phone – our Call Center can answer most provider questions. However, if more time or explanation is needed, our training team can spend additional one-on-one time on the phone resolving your questions.

Virtual room – allows providers and members of the training team to meet in a virtual room and share examples and documents by utilizing the computer and a phone.

Onsite training – depending upon your situation, the training team will make arrangements to come to your facility to provide additional training.

2012 Training calendar

Training sessions will be 8:30 a.m. until 12:00 p.m., unless otherwise noted. Billing classes are from 1:30 p.m. until 5:00 p.m. Please see page 3 for details on individual training.

Reno
January 10 *(Tuesday, 8:30 a.m. – 12:00 p.m.; 1:30 p.m. – 5:00 p.m.)*: Provider Web Portal, PA, PASRR
January 11 *(Wednesday, 8:30 a.m. – 12:00 p.m. ; 1:30 p.m. – 5:00 p.m.):* Provider Web Portal, PA, PASRR
January 12 *(Thursday, 8:30 a.m. – 12:00 p.m. ; 1:30 p.m. – 5:00 p.m.):* Provider Web Portal, PA, PASRR

February 15 *(Wednesday, 8:30 a.m. – 12:00 p.m.)*: New Medicaid Provider Training

March 13 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal
March 14 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal
March 15 *(Thursday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal

March 13 *(Tuesday, 1:30 p.m. - 5:00 p.m.):* CMS-1500
March 14 *(Wednesday, 1:30 p.m. - 5:00 p.m.):* UB-04
March 15 *(Thursday, 1:30 p.m. - 5:00 p.m.):* ADA

April 18 *(Wednesday, 1:30 p.m. – 5:00 p.m.)*: New Medicaid Provider Training

May 8 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath
May 9 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath
May 10 *(Thursday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath

June 20 *(Wednesday, 8:30 a.m. – 12:00 p.m.)*: New Medicaid Provider Training

July 10 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting Special Batches
July 11*(Wednesday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting Special Batches
July 12 *(Thursday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting Special Batches

July 10 *(Tuesday, 1:30 p.m. - 5:00 p.m.):* CMS-1500
July 11 *(Wednesday, 1:30 p.m. - 5:00 p.m.):* UB-04
July 12 *(Thursday, 1:30 p.m. - 5:00 p.m.):* ADA

August 15 *(Wednesday, 1:30 p.m. – 5:00 p.m.)*: New Medicaid Provider Training

September 11 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual
September 12 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual
September 13 *(Thursday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual

October 3 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* New Medicaid Provider Training

October 17 *(Wednesday)*: **Medicaid Annual Conference**
(See page 2 for details.)

November 6 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input
November 7 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input
November 8 *(Thursday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input

December 12 *(Wednesday, 8:30 a.m. – 12:00 p.m.)*: New Medicaid Provider Training

Las Vegas
January 17 *(Tuesday)*: Provider Web Portal, PA, PASRR
January 18 *(Wednesday)*: Provider Web Portal, PA, PASRR
January 20 *(Friday)*: Provider Web Portal, PA, PASRR

March 20 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal
March 21 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal
March 22 *(Thursday, 8:30 a.m. – 12:00 p.m.):* New Medicaid Provider Training
March 23 *(Friday, 8:30 a.m. – 12:00 p.m.):* Eligibility on the Web Portal

March 20 *(Tuesday, 1:30 p.m. - 5:00 p.m.):* CMS-1500
March 21 *(Wednesday, 1:30 p.m. - 5:00 p.m.):* UB-04
March 23 *(Friday, 1:30 p.m. - 5:00 p.m.):* ADA

May 15 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath
May 16 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath
May 18 *(Friday, 8:30 a.m. – 12:00 p.m.):* PCS Provider Training, Allscripts-Payerpath
May 18 *(Friday, 1:30 p.m. – 5:00 p.m.)* New Medicaid Provider Training

July 17 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting a Special Batch
July 18 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting a Special Batch
July 19 *(Thursday):* New Medicaid Provider Training
July 20 *(Friday, 8:30 a.m. – 12:00 p.m.):* Appeals Process, Submitting a Special Batch

July 17 *(Tuesday, 1:30 p.m. - 5:00 p.m.):* CMS-1500
July 18 *(Wednesday, 1:30 p.m. - 5:00 p.m.):* UB-04

July 20 *(Friday, 1:30 p.m. - 5:00 p.m.):* ADA

September 18 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual
September 19 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual
September 20 *(Thursday, 8:30 a.m. – 12:00 p.m.):* New Medicaid Provider Training
September 21 *(Friday, 8:30 a.m. – 12:00 p.m.):* Using the Medicaid Services Manual

October 24 *(Wednesday)*: **Medicaid Annual Conference**
(See page 2 for details.)

November 13 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input
November 14 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input
November 15 *(Thursday):* New Medicaid Provider Training
November 16 *(Friday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input

Elko
June 12 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* Provider Web Portal Refresher, Submission of Prior Authorizations
June 12 *(Tuesday, 1:30 p.m. - 5:00 p.m.):* CMS-1500

June 13 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Provider Web Portal Refresher, Submission of Prior Authorizations
June 13 *(Wednesday, 1:30 p.m. - 5:00 p.m.):* UB-04

June 14 *(Thursday, 8:30 p.m. - 12:00 p.m.):* ADA
June 14 *(Thursday, 1:30 p.m. - 5:00 p.m.):* New Medicaid Provider Training

Virtual Room
February 8 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* Submission of Prior Authorizations
April 10 *(Tuesday, 1:30 p.m. – 5:00 p.m.):* Behavioral Health Training – Policies and Procedures
June 27 *(Wednesday, 8:30 a.m. – 12:00 p.m.):* TBD
August 9 *(Thursday, 1:30 p.m. – 5:00 p.m.):* Introduction to NV Medicaid and NV Check Up
December 11 *(Tuesday, 8:30 a.m. – 12:00 p.m.):* TBD – based on Provider input