

May 26, 2016

Announcement 1151

## **Urgent: Payment Delay for Certain Claims**

Due to an exception in the weekly financial cycle, it is anticipated that there may be a delay in claims payment for services provided to Nevada Medicaid and Nevada Check Up recipients. The pending claims will potentially affect all provider types. Any affected claims will pend with edit code 0291 (Suspended for Budget Relief). Affected claims that would normally pay on remittance advices dated May 27, 2016 **will automatically be released for adjudication on remittance advices dated June 3, 2016.**

Providers are reminded that they can avoid holding for a Customer Service Call Center representative by verifying the status of claims through the Electronic Verification System (EVS) on the Provider Web Portal or the Automated Response System (ARS).

- EVS is accessed through the Nevada Medicaid website at [www.medicaid.nv.gov](http://www.medicaid.nv.gov). Select the "EVS" tab to review the User Manual and to register or login to EVS. [EVS User Manual Chapter 3](#) provides step-by-step instructions on searching and viewing claims that providers have submitted.
- ARS is accessed by telephone by calling (800) 942-6511.

If the payment delay creates a financial hardship, providers may request an advance payment by sending an email to Hewlett Packard Enterprise at [NevadaProviderTraining@hpe.com](mailto:NevadaProviderTraining@hpe.com). Enter "Advance Payment Request/Financial Hardship" in the subject line and include in the email: the amount of the advance requested; the reason for the request; the provider's National Provider Identifier (NPI); and the provider's name, address and telephone number.