Attention Personal Care Services (PCS) Provider Types 30 and 83: Updates Regarding Faxing Requests and Using the Provider Web Portal

Effective immediately: For purposes of protecting health information and for processing individual recipient requests, Personal Care Services (PCS) provider types 30 and 83 are required to send one fax per recipient, regardless of the type of request or information being faxed to HP Enterprise Services (HPES). Multiple requests received in one faxed bundle will no longer be processed.

Providers are reminded to check the HPES Nevada Medicaid provider website (www.medicaid.nv.gov) at least weekly for any pertinent web announcements, as HPES will no longer send courtesy faxes to PCS providers regarding upcoming changes. Please note that web announcements may be posted daily to inform providers on topics such as the latest Medicaid news, upcoming changes, information on billing and claims, Payerpath electronic claims submission, rates and future provider trainings.

PCS providers who are not currently registered to utilize the Provider Web Portal are encouraged to do so in order to verify recipient eligibility and obtain and view prior authorizations. Registration and use of the Provider Web Portal is accessed through www.medicaid.nv.gov. Select "HPES Login" from the "EVS" tab. The EVS User Manual, which is accessed from the same "EVS" tab, provides instructions for registering, verifying eligibility, viewing prior authorizations and verifying claim status.

Per Web Announcement 773, item number 5, the courtesy authorization page may no longer be faxed with every Functional Assessment Services Plan effective August 1, 2014. Agencies must utilize the Electronic Verification System (EVS) to obtain their prior authorization number and to view authorized units and authorized dates of service. HPES will not fax copies of the courtesy authorization page and receipt of this authorization page is not a guarantee of authorized services; authorizations must be verified by utilizing EVS.