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Announcement 1215

## **Provider Services Field Representative Team Territories Update**

The Hewlett Packard Enterprise Provider Services Field Representatives are available to assist providers one-on-one with your Nevada Medicaid training needs. The Field Representatives are assigned to providers based upon your provider type or the zip code of your servicing National Provider Identifier (NPI) or Atypical Provider Identifier (API). The assignments have recently been restructured to provide more focused assistance and improve the overall experience for providers. Please note that provider types 22 (Dental), 30 (Personal Care Services – Provider Agency) and 85 (Applied Behavior Analysis – ABA) now have a dedicated representative who will assist them.

Please see the attached updated "[Provider Services Field Representative Team Territories](#)" to determine which Field Representative is assigned to you and for the correct email address or telephone number to use to contact them. Contact the representative assigned to your provider type. If your provider type is not listed, please contact the representative assigned to your zip code.

Providers may contact their assigned field representative 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 three business days for emails to be returned. Scheduled training courses remain available to you and your staff members. Web announcements on the [Provider Training](#) webpage list the scheduled courses.