



December 3, 2019

Web Announcement 2039

## **Attention All Providers: Resources to Use for Prior Authorization Issues or Questions**

Nevada Medicaid providers are reminded the following resources are available when prior authorization (PA) issues or questions arise.

- For assistance with submitting a PA request or navigating the online prior authorization system, please contact the Nevada Medicaid Provider Services Field Representative team by sending an email to [NevadaProviderTraining@dxc.com](mailto:NevadaProviderTraining@dxc.com).
- For questions related to PA policy, please refer to the Medicaid Services Manual Chapters, which are on the Division of Health Care Financing and Policy (DHCFP) website at <http://dhcfp.nv.gov/Resources/AdminSupport/Manuals/MSM/MSMHome/>.
- For questions related to PA guidelines, please refer to the Billing Manual, which is a reference for all provider types, or the specific Billing Guide for your provider type, which are on the Nevada Medicaid website at <https://www.medicaid.nv.gov/providers/BillingInfo.aspx>.

The Nevada Medicaid PA call center is available from 8 a.m. to 5 p.m. Pacific Time on business days to answer any questions that providers may have and are not addressed by using the above resources. The PA call center can be reached by calling (800) 525-2395.