



February 1, 2012

Announcement 446

## **Third Party Liability Information Currently Unavailable through the Electronic Verification System**

When using the Electronic Verification System (EVS) to view recipient eligibility, please be aware that the "Eligibility Verification Information" table is currently not displaying **Third Party Liability (TPL)** information if the service dates are in the past and/or if the recipient is currently not eligible for Nevada Medicaid/Nevada Check Up benefits.

HP Enterprise Services is working to correct the issue and ensure all TPL can be viewed. In the interim, recipient TPL information is available by using your swipe card system, calling the automated response system (ARS) at (800) 942-6511 or calling the HP Enterprise Services Customer Service Center at (877) 638-3472.