



November 5, 2012

Announcement 532

Urgent: Customer Service Telephone Number Options Have Changed

Effective October 29, 2012, the Customer Service Center telephone number options have changed to assist providers in more quickly connecting to the appropriate department.

After dialing 877-638-3472, press 2 for "Providers" and then please listen for the following options:

- For Pharmacy Technical questions, press 1
- For Pharmacy Clinical questions, press 2
- For Health Care Management Prior Authorization or PASRR questions, press 3
- For the Nevada Incentive Payment Program for Electronic Health Records, press 4
- **For all other calls, press "ZERO"**

At the "ZERO" prompt, you will have the following **new** options:

- For Recipient Eligibility, press 1
- For Claims Status, press 2
- For Electronic Billing/EDI questions, press 3
- For Provider Training, press 4
- For Provider Enrollment, press 5
- For Provider Web Portal assistance, press 6

SHORTCUT: To connect quickly to the Recipient Eligibility, Claims Status, EDI, Training, Enrollment or Web Portal areas, dial 877-638-3472 and press "2" for providers, then after the message regarding provider re-enrollment requirements you may immediately press "ZERO" for other options without listening through the Pharmacy, Prior Authorization and Electronic Health Records instructions.