

2013 Medicaid Highlights HP Enterprise Services

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HP Enterprise Services (HPES)

HPES is the Fiscal Agent for the Fee For Service (FFS) portion of the Nevada Medicaid Program

- Claims Processing
- Provider Call Center
- Prior Authorizations
- Provider Enrollment
- Third Party Liability (TPL)
- Pharmacy
- Provider Services (Provider Services Field Reps/Training)
- Electronic Data Interchange



HPES follows the Policies and Guidelines of the Nevada Medicaid Program



Total Enrolled Providers

Nevada Medicaid has 22,192 enrolled providers, as of 10/01/2013. This includes: In State providers, Out of State providers, Fee For Service.



Total Claims Paid

Find quarterly claims payment information in the Nevada Medicaid and Nevada Check Up Quarterly Newsletter, located at www.medicaid.nv.gov, on the homepage or from the “Providers” tab, select “Announcements/Newsletters.”

- January 2013 through October 11, 2013, total claims payment made:
 - \$1,438,605,424.32



New Claim Forms

New Professional and Dental claim forms are being released. Be sure to visit www.medicaid.nv.gov to check for Web Announcements concerning the new claim forms.



Web Portal Enhancements

- Provider Web Portal Upgrade Completed (Web Announcement 613)
- Enhancement to Online Prior Authorization Search Using Service Date (Web Announcement 566)
- Enhancements to Online Prior Authorization Search Options (Web Announcement 556)



Provider Services Field Representatives



Provider Services Field Representatives

The HPES training team has heard from many providers that having dedicated representatives to assist you one-on-one with your Nevada Medicaid issues would decrease the amount of time you spend on research and improve the overall experience. As a result, HPES is pleased to inform you about the Provider Services Field Representative Team.



2013 Provider Training

- **935** providers registered for **45** provider workshops and we provided more than **1000** hours of training year to date.
- Workshops were held onsite in Reno, in Las Vegas at the Grant Sawyer Building and using our virtual rooms.
- Topics included: New Provider Training; Prior Authorization Submission; Claim forms; and Allscripts-Payerpath



November/December Provider Training

Virtual Room (Access details will be returned to you in an email 3 days prior to the session)		
Date	Time	Topic
November 6	10:00 to 11:30 a.m.	Introduction to Becoming a Nevada Medicaid Provider and Using the Medicaid Services Manual
November 12	1:00 to 2:30 p.m.	New Provider Training
November 21	9:00 to 10:30 a.m.	Claims Appeals and Special Batching
December 10	1:00 to 2:00 p.m.	ICD-10 Overview
December 12	10:00 to 11:00 a.m.	ICD-10 Overview

Please review the dates, times and topics and register by using the 2013 Provider Training Registration Form (FA-41). For questions, contact the HPES Training Department at NevadaProviderTraining@hp.com or (877) 638-3472, option 2, then option 0, then option 4.



Provider Services Field Representatives

These representatives are available to you assist you with a wide variety of areas and topics including:

- Claim inquiries
- Submitting a claim for special handling
- Submitting a claim appeal
- Correct completion of claim forms
- Submitting claims electronically via Allscripts-Payerpath
- Provider enrollment and re-enrollment



Provider Services Field Representatives

Training on self-service tools:

- Use of the automated Audio Response System (ARS)
- Navigation of the Provider Web Portal (PWP)
- Use of the Electronic Verification System (EVS) for Eligibility and Prior Authorization submission

Representatives are not able to assist with coding claims or clinical information.



Contact Us

Providers may contact their assigned field representative by telephone or email

(NevadaProviderTraining@hp.com) 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 must be made at least two weeks in advance.
- Please allow a minimum of 48 hours for telephone calls and emails to be returned.
- In addition, the Customer Service Center and scheduled training courses remain available to you and your staff members.



Provider Services Field Representative Team

- **Provider Services Manager**
 - Jennifer Shaffer
 - Office: (775) 335-8585 Cell: (775) 313-2811
- **Northern Nevada**
 - Kim Teixeira
 - Cell: (775) 323-9667
 - Shanna Lira
 - Cell: (775) 343-9929
 - Nedra Daugherty
 - Cell: (775) 233-1226



Provider Services Field Representative Team

Provider Services Manager

- Jennifer Shaffer
 - Office: (775) 335-8585 Cell: (775) 313-2811

• Southern Nevada

- Tiffany Hart
 - Cell: (702) 266-6923
- Jassamine Haughton
 - Cell: (702) 274-6616
- Hasani Jackson-Carroll
 - Cell: (702) 239-4933



Questions?



Thank you for your attention

