



Provider Association Email

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New Medicaid fiscal agent for DHCFP

The Nevada Division of Health Care Financing and Policy (DHCFP) has partnered with HP Enterprise Services (HPES) in a five-year Government Healthcare Business Process Outsourcing contract to take over Medicaid fiscal agent processing from Magellan Medicaid Administration. HPES will enhance and manage the state's Medicaid Management Information System. As part of the agreement, HPES will provide Medicaid, pharmacy claims and drug rebate processing along with provider enrollment, prior authorization, utilization management, application maintenance and hosting, as well as other services. The implementation date is December 5, 2011. Beginning on that day, HPES will be responsible for all of the functions currently supported by Magellan Medicaid Administration.

History

HPES, which founded the healthcare IT services industry 45 years ago, will assist Nevada Medicaid in meeting demands of the new federal healthcare reform legislation, which includes National Correct Coding Initiatives (NCCI), HIPAA 5010 and ICD-10.

What can providers expect?

Since the system is essentially a takeover of the existing system, claims processing and payments, appeals processes, and other Medicaid claims related functions will remain the same.

Provider Web Portal

HPES will be replacing the existing Magellan Medicaid Administration website with a new Provider Web Portal. Agencies and providers will use this website to access forms, billing guidelines, remittance advices (RAs), training schedules, web announcements, newsletters, contact information, and all other Medicaid related documentation.

The Provider Web Portal will continue to be the source through which providers can check Medicaid recipient eligibility, and monitor claims status. The new Provider Web Portal <https://www.medicaid.nv.gov> will be available for these functions beginning on December 5, 2011. However, providers can begin registering to use the portal beginning November 11, 2011. Training workshops for the new Provider Web Portal functions will be available throughout November (training schedule can be found at <https://nevada.fhsc.com>).

Pharmacy Benefit Program

Effective December 2, 2011 SXC Health Solutions will provide all services related to Pharmacy Benefit Management (PBM). SXC is on the internet at <http://www.sxc.com/wps/portal/sxccom/web/home>.

Check <https://nevada.fhsc.com> for Frequently Asked Questions (FAQs) regarding specific PBM information. Detailed PBM information will also be available on the new Provider Web Portal beginning December 5, 2011.

Third Party Liability (TPL)

Effective December 5, 2011 Emdeon, a contractor for HPES, will perform services related to Third Party Liability (TPL). Example services include:

- Third party liability (TPL) refers to the legal obligation of third parties, i.e., certain individuals, entities, or programs, to pay all or part of the expenditures for medical assistance furnished under a State plan.
- Coordination of Benefits (COB) refers to the activities involved in determining Medicaid benefits when a recipient has coverage through an individual, entity, insurance, or program that is liable to pay for health care services.
- Casualty recovery is requesting amounts Medicaid has paid when a recipient has been involved in an accident or incident.
- Cost avoidance occurs when other insurance is discovered and updated so that future claims can be processed correctly.

While processes will remain the same, the contact information is changing. Check <https://nevada.fhsc.com> for FAQs regarding TPL information and the new Provider Web Portal beginning December 5, 2011 for specific billing information.

Prior Authorization (PA) and Pre-Admission Screening and Resident Review (PASRR)

Detailed FAQs regarding PA and PASRR processes and procedures are located at <https://nevada.fhsc.com>. Attend training sessions to learn more about changes for PA and PASRR procedures. Check the new Provider Web Portal beginning December 5, 2011 for detailed information.

Contact Information

HPES established a temporary telephone number for providers regarding transition or training questions related to the transition to HPES as fiscal agent. The temporary phone number for questions regarding training or transition is 800-626-6535 and is available from October 5 to December 4, 2011. Providers should continue to contact Magellan Medicaid Administration with questions on claims, prior authorizations, appeals, pharmacy, and all Medicaid related issues.

On December 5, the existing telephone number that providers use to contact Magellan Medicaid Administration will become the number for HPES. The mailing address will also remain the same for submitting claims, special batches, appeals, and other communications to HPES.

Training

Providers can look forward to training on the new Provider Web Portal and additional features. Provider Web Portal and changes affected by new systems will be covered in training sessions scheduled for:

- Elko – November 1-2
- Reno – November 8-10 and December 13-14
- Las Vegas – November 15-17 and December 7-8
- Virtual Training (optional) – November 11, 14, and 18

Training sessions are typically morning and afternoon, and a complete training schedule and registration form/process will be published on the Magellan Medicaid Administration website <https://nevada.fhsc.com>.

The training will cover the new features of the contract. These include:

- Provider Web Portal – use of the portal, navigation, and registration requirements
- Prior Authorization (PA) – how to request a PA via the web portal
- Pre-Admission Screening and Resident Review (PASRR) – how to process the PASRR request through the Provider Web Portal
- Third Party Liability (TPL) – where to find the TPL information on the web portal and introduce the new vendor, Emdeon
- Pharmacy Benefit Manager (PBM) - where to find the PBM information on the web portal and introduce the new vendor

Medicaid Cards

During the last week of November, all active Medicaid recipients will be issued new Medicaid cards. The new cards will be light blue and will have the updated phone numbers listed on the back of the card. It is imperative that providers only accept these new cards effective December 5, 2011. Important Note: Pharmacy providers will need to use the new BIN # 001553, also displayed on the card, starting December 3, 2011. More information regarding pharmacy changes is posted at <https://nevada.fhsc.com>.

How to get more information now

For questions on the transition, contact: NVMMIS.ProviderServices@hp.com

For questions regarding the training schedule, registration or other training related information contact: NevadaProviderTraining@hp.com.

Additionally, training representatives are available to deliver presentations or provide further clarification. You may use the email address for training (above) to make the request.