

**DIVISION OF HEALTH CARE FINANCING AND POLICY (DHCFP) –
NEVADA MEDICAID**

ELECTRONIC VISIT VERIFICATION (EVV) CONTACT LIST:

<p><u>PRODUCTION</u></p> <p>IVR: 1 800 468 4029</p> <p>Mobile Setup Code: NEVADAPRD</p> <p>URL: https://www.authenticare.com/nevada</p>
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- If you are experiencing problems with the AuthentiCare Nevada site, please contact:

First Data – AuthentiCare Support
 Ph: 1-800-441-4667, option 8
 Email: authenticare.support@firstdata.com

- If you are experiencing problems with Personal Care Services (PCS) T1019 prior authorization data, please contact the appropriate payer:

DXC – Nevada Medicaid Fiscal Agent <ul style="list-style-type: none"> 1-800-525-2395 https://www.medicaid.nv.gov 	SilverSummit Health Plan <ul style="list-style-type: none"> 1-844-366-2880 Secure Provider Portal: https://provider.silversummithealthplan.com
Health Plan of Nevada (HPN) <ul style="list-style-type: none"> 702-242-7330 www.myhpnmedicaid.com 	Anthem <ul style="list-style-type: none"> 1-844-396-2330

- If you are experiencing problems with Home and Community Based Waiver Services prior authorization data, please contact the appropriate ADSD case manager:

ADSD – Carson City Office <ul style="list-style-type: none"> 1-775-687-0101 	ADSD – Reno Office <ul style="list-style-type: none"> 1-775-687-0800
ADSD – Elko Office <ul style="list-style-type: none"> 1-775-738-1966 	ADSD – Las Vegas Office <ul style="list-style-type: none"> 1-702-486-3545

If you have policy questions or concerns, please contact:

DHCFP – Long Term Services and Supports
 Email: pcsprogram@dhcfp.nv.gov