

DIVISION OF HEALTH CARE FINANCING AND POLICY (DHCFP)

NEVADA MEDICAID

ELECTRONIC VISIT VERIFICATION (EVV) CONTACT LIST

PRODUCTION

IVR: 1-800-468-4029

Mobile Setup Code: NEVADAPRD

URL: <https://www.authenticare.com/nevada>

- ❖ 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 prior authorization data for **Personal Care Services (PCS) T1019**, please contact the appropriate payer:

Gainwell Technologies (GWT) NV 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/Provider	Anthem Blue Cross and Blue Shield Healthcare Solutions <ul style="list-style-type: none">▪ 1-844-396-2330▪ www.anthem.com/nvmedicaid
Molina Healthcare of Nevada Inc. <ul style="list-style-type: none">▪ 1-833-685-2102▪ https://www.molinahealthcare.com	

- ❖ If you are experiencing problems with prior authorization data for **Home and Community Based Waiver Services** such as Chore-S5120, Attendant Care-S5125, Homemaker-S5130, Companion care-S5135, or Unskilled respite care-S5150, **please contact the recipient's appropriate Aging and Disability Services Division (ADSD) case manager:**

Aging & Disability Services Division <ul style="list-style-type: none">▪ Carson City Regional Office▪ 1-775-687-0101	Aging & Disability Services Division <ul style="list-style-type: none">▪ Reno Regional Office▪ 1-775-687-0800
Aging & Disability Services Division <ul style="list-style-type: none">▪ Elko Regional Office▪ 1-775-738-1966	Aging & Disability Services Division <ul style="list-style-type: none">▪ Las Vegas Regional Office▪ 1-702-486-3545

- ❖ For EVV related questions or concerns contact us at NVEVV@dhcfp.nv.gov