

Joe Lombardo
Governor

Richard Whitley, MS
Director



DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF HEALTH CARE FINANCING AND POLICY

Helping people. It's who we are and what we do.



Stacie Weeks,
JD MPH
Administrator

Providers and Community Partners Division Contact Sheet

Managed Care Provider Relations Lines

For customer service, provider enrollment, credentialing and more, contact the appropriate plan:

- Anthem Blue Cross/Blue Shield: 844-396-2330
- Health Plan of Nevada: (800) 745-7065
- LIBERTY Dental Plan: (888) 700-0643
- Molina Healthcare of Nevada: (833) 685-2103
- SilverSummit Healthplan: (844) 366-2880

For additional support related to managed care: ManagedCare@dhcfp.nv.gov

Billing, Denials, Prior Auth, Coding or Claims Issue for **PROVIDERS ONLY**

- If related to Fee-For-Service (FFS), contact the Division's fiscal agent at: 1 (877) 638-3472 **OR** providers may utilize the Online Provider Portal at: [Provider Enrollment \(nv.gov\)](http://ProviderEnrollment(nv.gov))
 - If, after attempting methods above, you are still in need of support or clarification, email the Division's Community and Provider Engagement Unit at CommunityAndProvider@dhcfp.nv.gov
- If managed care-related, contact the plan under the Managed Care Provider Relations Lines heading.

Medical/Dental Policy

- Email the Division's team at: MedicalPrograms@dhcfp.nv.gov
- For managed care plan, refer to the managed care contact above, or, if needed: ManagedCare@dhcfp.nv.gov
- For expanded dental services for Intellectual Disability Waiver recipients: IDWaiverDental@dhcfp.nv.gov

Provider Enrollment in Medicaid

- Email the Division's team at: ProvidEnrollment@dhcfp.nv.gov
- Providers may also be referred to the Online Provider Portal: [Provider Enrollment \(nv.gov\)](http://ProviderEnrollment(nv.gov))
- If related to state facility licensure, [contact the Division of Public and Behavioral Health](#).
- If managed care-related, contact the plan listed in the Managed Care Provider Relations Lines heading.
- For additional support related to managed care: ManagedCare@dhcfp.nv.gov

School Health Services

- Email SchoolHealthServices@dhcfp.nv.gov

Non-Emergency Medical Transport

- Contact the Division's transportation vendor MTM 24/7 via the **Community Partners line** (Not intended for members) at 844-299-6333 for:
 - Scheduling inpatient facility/hospital discharges.
 - Scheduling non-emergency transfers to other medical facilities.
 - Coordinating trips with social workers and case managers.
 - Scheduling issues for dialysis patients.
- Email the Division's team at: Transportation@dhcfp.nv.gov

Long Term Services and Supports

- Home Health/Private Duty Nursing, Hospice, Nursing Facilities, Intermediate Care Facility for Individuals with Intellectual Disability: LTSS@dhcfp.nv.gov
- 1915(c) waivers for frail elders, physically disabled or individuals with intellectual & developmental disabilities: HCBS@dhcfp.nv.gov
- Adult Day Health Care, Day Habilitation and Residential Habilitation: 1915i@dhcfp.nv.gov
- Personal Care Services: PCSPProgram@dhcfp.nv.gov
- Electronic Visit Verification (EVV): NVEVV@dhcfp.nv.gov

Pharmacy and Durable Medical Equipment (DME)

- Durable Medical Equipment: DME@dhcfp.nv.gov
- Pharmacy: RXInfo@dhcfp.nv.gov
- If managed care-related, contact the plan listed in the Managed Care Provider Relations Lines heading or: ManagedCare@dhcfp.nv.gov

Behavioral Health Coverage

- General Behavioral Health inquiries: BehavioralHealth@dhcfp.nv.gov
- Certified Community Behavioral Health Center (CCBHC) Program: CCBHC@dhcfp.nv.gov
- Applied Behavior Analysis (ABA) Program: ABAServices@dhcfp.nv.gov
- Children's Behavioral Health: ChildrensBH@dhcfp.nv.gov
- If related to managed care, refer to the managed care plan, or if needed: ManagedCare@dhcfp.nv.gov

Supplemental Payments

- If supplemental payment-related, including hospital UPL program or county intergovernmental transfers: SupplementalPayments@dhcfp.nv.gov

Provider Rates or Rate Appeals

- If related to FFS rates, see <https://dhcfp.nv.gov/Resources/Rates/FeeSchedules/>
- For FFS rate appeals or other questions: Rates@dhcfp.nv.gov
- If related to managed care plan, refer to the Managed Care Provider Relations Lines heading. DHCFFP does not set rates between plans and providers.

Community and Provider Engagement

Use CommunityAndProvider@dhcfp.nv.gov when you:

- Have "hit a wall" in resolving a problem.
- Do not know who to go to in the Division to solve a problem impacting coverage/pay or access to care.
- Have ideas on how the Division can improve community outreach or engagement.
- Want to give feedback or input on a program, policy, implementation, etc.
- Wish to invite Nevada Medicaid to come to a meeting or event to talk about our programs.

Fiscal or Budget Requests

Lynnette Aaron at L.Aaron@dhcfp.nv.gov

Data Requests

[Complete this form](#)

Media

Public Information Officer Kyril Plaskon at KyPlaskon@dhcfp.nv.gov

General Information or Vendor-Related Requests

Front Desk: 800-992-0900 or <https://dhcfp.nv.gov/Contact/ContactUsForm/>