



November 28, 2022

Web Announcement 2947

Attention All Providers Billing Third Party Liability

Claims with Third Party Liability (TPL) that deny with error code 2504 (Client covered by private insurance) when the recipient's TPL coverage was ended retroactively may be resubmitted by the provider within Nevada Medicaid timely filing guidelines. Providers must include the claim adjustment reason code on the resubmitted claim to ensure the claim bypasses denial error code 2504.

Reminders:

Providers may access a recipient's TPL information in the same ways they verify eligibility: through the Electronic Verification System (EVS), through a swipe card system, or by calling the Automated Response System (ARS) at (800) 942-6511.

If you believe a recipient's private insurance record has errors, please contact Nevada Medicaid's TPL vendor, Health Management Systems, Inc. (HMS), who will research and update the recipient's file if necessary.

HMS can be reached at:

- Phone: (775) 335-1040, Toll Free: (855) 528-2596
- Fax: (972) 284-5959
- Email: nvtpl@gainwelltechnologies.com
- Mail:
 - HMS – NV Third Party Liability
 - PO Box 843421
 - Los Angeles, CA 90084-3421