



## URGENT NOTIFICATION:

**Nevada Medicaid is postponing the March 21, 2024, Personal Care Services (PCS) Provider Listening Session as it awaits new updates from the Centers for Medicare & Medicaid Services (CMS) and Change HealthCare.**

See [Web Announcement 3313](#) for further details.

March 8, 2024

Nevada Medicaid Web Announcement 3299

## URGENT NOTIFICATION for Personal Care Service Providers Regarding Electronic Visit Verification (EVV) Claims

The Division of Health Care Financing and Policy (DHCFP) Administrator Stacie Weeks has issued the following message to all providers impacted by the inability to submit claims due to the Optum, also known as Change Health Care/Connect Center, cyberattack:

**To: Personal Care Service Providers**

**From: Stacie Weeks, DHCFP Administrator**

Thank you again to those of you who attended the listening session on Monday. As promised, I am emailing to provide a few updates on the team's progress to address the concerns you all raised on our call. Over the last few days, our team has reached out to CMS, Sandata, the Medicaid Managed Care plans, and our fiscal agent – Gainwell – to identify solutions to the payment issues you are experiencing.

The good news is the workaround our IT team has established to address the cyberattack ensures that **most providers using Sandata should receive payments today, Friday, the 8th** if claims were submitted by last Friday. These providers should receive ongoing payments on the regular payment cycle using this workaround. Therefore, please continue to submit your claims to Sandata in a timely manner. If you experience issues, please notify the EVV inbox at [NVEVV@dhcfp.nv.gov](mailto:NVEVV@dhcfp.nv.gov) so our team can ensure that the problem is promptly addressed by Sandata.

For providers who were identified as not being scheduled for payment due to our inability to access or process claims, we have worked out a temporary solution to advance payments, based on historical paid amounts. **Advance payments will be issued today, Friday the 8th in the form of a paper check and sent by Fed Ex from Gainwell. The second round of advance payments will be processed on Friday the 15th and will be sent through the normal electronic process by Gainwell.**

We have asked each of the four Medicaid managed care organizations to review their claims and payments to personal care providers and to look for anomalies in claims from the cyberattack and take the necessary actions to address them by advancing payments. Additionally, my team is working on each issue submitted by providers from the time of the Sandata rollout. This includes the reported increase in denials and prior authorizations. We are doing this in coordination with Sandata and Gainwell and hope to have updates and timelines for relief for PCS providers in the coming weeks. The list of known issues with the Sandata solution can be found at <https://sandata.zendesk.com/hc/en-us/articles/27189576999955-Nevada-Known-Issues-Log> for providers who use the Sandata solution.

In the spirit of open communications, we will be hosting a second **PCS Provider Listening Session on March 21 from 3 p.m. to 4 p.m.**, where we will provide updates on our efforts and open it up to questions from providers.

To access this meeting, please **click on the Teams link or use the call-in information below.**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

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Meeting ID: 211 774 883 521

Passcode: eLafW9

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**Or call in (audio only)**

+1 775-321-6111,,363524959# United States, Reno

Phone Conference ID: 363 524 959#

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Thank you for all you do to care for our most vulnerable populations. Your service as a provider is vital to our work and program and to the people we serve.

Stacie Weeks, JD, MPH  
Administrator  
Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy