



Nevada Medicaid

Provider Relations Field Service Representative Team Territories

Provider Relations Field Service Representatives are assigned to providers based on provider type and/or zip codes related to the servicing location of the National Provider Identifier (NPI) or Atypical Provider Identifier (API). Please refer to the following tables to determine which Field Service Representative is assigned to assist with inquiries and please submit a request to NevadaProviderTraining@dxc.com. When submitting a request, please include the NPI, Internal Control Number (ICN) (Claim ID), Prior Authorization Number (if applicable) and any other pertinent information. Once the information is received, the communication will then be forwarded to the appropriate Field Representative for research and outreach.

Contact: NevadaProviderTraining@dxc.com

Provider Types:

- 15 – Registered Dietitian
- 17 – Special Clinics
- 20 – Physician, M.D., Osteopath, D.O.
- 21 – Podiatrist
- 23 – Hearing Aid Dispenser & Related Supplies
- 24 – Advanced Practice Registered Nurse
- 25 – Optometrist
- 27 – Radiology & Non-Invasive Diagnostic Centers
- 32 – Ambulance, Air or Ground
- 34 – Therapy
- 36 – Chiropractor
- 41 – Optician, Optical Business
- 43 – Laboratory, Pathology Clinical
- 46 – Ambulatory Surgical Centers
- 72 – Nurse Anesthetist
- 74 – Nurse Midwife
- 76 – Audiologist
- 77 – Physician’s Assistant

Zip Codes (Southern Nevada):

88901 88905 89001 89002 89003 89004 89005
 89006 89007 89008 89009 89010 89011 89012
 89013 89014 89015 89016 89017 89018 89019
 89020 89021 89023 89024 89025 89026 89027
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Rep Name: Dena Brennan

Provider Types:

- 15 – Registered Dietitian
- 17 – Special Clinics
- 20 – Physician, M.D., Osteopath, D.O.
- 21 – Podiatrist
- 23 – Hearing Aid Dispenser & Related Supplies
- 24 – Advanced Practice Registered Nurse
- 25 – Optometrist
- 27 – Radiology & Non-Invasive Diagnostic Centers
- 32 – Ambulance, Air or Ground
- 34 – Therapy
- 36 – Chiropractor
- 41 – Optician, Optical Business
- 43 – Laboratory, Pathology Clinical
- 46 – Ambulatory Surgical Centers
- 47 – Indian Health Services (IHS) and Tribal Clinics (**State-wide**)
- 72 – Nurse Anesthetist
- 74 – Nurse Midwife
- 76 – Audiologist
- 77 – Physician’s Assistant

Zip Codes (Northern Nevada):

89022 89049 89301 89310 89311 89314 89315
 89316 89317 89318 89319 89402 89403 89404
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 89835 89883

Rep Name: Susan McLaughlin

Provider Types:

- 14 – Behavioral Health Outpatient Treatment
- 16 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Public
- 17 (Specialty 188) – Special Clinics, Certified Community Behavioral Health Center (CCBHC)
- 17 (Specialty 215) – Special Clinics, Substance Abuse Agency Model (SAAM)
- 20 (**Specialty 146, 147**) – Physician, M.D., Osteopath, D.O., Psychiatry
- 26 – Psychologist
- 28 – Pharmacy
- 54 – Targeted Case Management
- 68 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private
- 82 – Behavioral Health Rehabilitative Treatment
- 85 – Applied Behavior Analysis (ABA)

Zip Codes (Southern Nevada):

88901 88905 89001 89002 89003 89004 89005
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Rep Name: Alyssa Kee Chong

Provider Types

- 13 – Psychiatric Hospital, Inpatient (**Statewide**)
- 14 – Behavioral Health Outpatient Treatment
- 16 – Intermediate Care Facilities for Individuals with Intellectual Disabilities/Public
- 17 (Specialty 188) – Special Clinics, Certified Community Behavioral Health Center (CCBHC)
- 17 (Specialty 215) – Special Clinics, Substance Abuse Agency Model (SAAM)
- 20 (**Specialty 146, 147**) – Physician, M.D., Osteopath, D.O., Psychiatry
- 26 – Psychologist
- 28 – Pharmacy
- 54 – Targeted Case Management
- 63 – Residential Treatment Centers (RTC) (**Statewide**)
- 68 - Intermediate Care Facilities for Individuals with Intellectual Disabilities/Private
- 82 – Behavioral Health Rehabilitative Treatment
- 85 – Applied Behavior Analysis (ABA)

Zip Codes (Northern Nevada):

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 89835 89883

Rep Name: Troy Warne

Provider Types: (Statewide)

- 10 – Outpatient Surgery, Hospital Based
- 11 – Hospital, Inpatient
- 12 – Hospital, Outpatient
- 19 – Nursing Facility
- 29 – Home Health Agency
- 44 – Swing Bed, Acute Hospital
- 45 – End Stage Renal Disease (ESRD) Facility
- 55 – Home Based Habilitation Services
- 56 – Inpatient Rehabilitation and Long Term Acute Care (LTAC) Specialty Hospitals
- 64 – Hospice
- 65 – Hospice, Long Term Care
- 75 – Critical Access Hospital (CAH), Inpatient
- 81 – Hospital Based ESRD Provider

Zip Codes:

All



Rep Name: Sophia Heinz

Provider Types (Statewide):

- 22 – Dentist
- 30 – Personal Care Services - Provider Agency
- 33 – Durable Medical Equipment
- 38 – Waiver for Individuals with Intellectual Disabilities and Related Conditions
- 39 – Adult Day Health Center
- 48 – Home and Community Based Waiver for Frail Elderly
- 57 – Home and Community Based Waiver for the Frail Elderly (Elderly in Adult Residential Care)
- 58 – Home and Community Based Waiver for Persons with Physical Disabilities
- 59 – Home and Community Based Waiver for the Frail Elderly (Augmented Personal Care Services)
- 60 – School Based
- 83 – Personal Care Services - Intermediary Service Org

Zip Codes:

All

For all other provider types and zip codes not listed above, please send an email to: NevadaProviderTraining@dxc.com.