

## SilverSummit Healthplan Frequently Asked Questions

**Q:** Do providers need a Nevada Medicaid ID number to be paid or to be contracted with SilverSummit Healthplan?

**A:** Yes, per the MSM Ch. 100, section 102 state the following:

All individuals/entities providing services to Medicaid recipients under the FFS or Medicaid Managed Care program must be enrolled as a Medicaid provider in order to receive payment for services rendered.

**Q:** How do I submit claims to SilverSummit Healthplan?

**A:** SilverSummit Healthplan accepts electronic claims, claims submitted through our [Secure Provider Portal](#) or claims submitted through mail.

SilverSummit uses payer ID number **68069**. Our preferred electronic claims warehouse is Availity, Change Healthcare (formerly Emdeon) and McKesson.

Paper claims are submitted to SilverSummit. Please see the [Provider Manual](#) or [Provider Quick Reference Guide](#) for specific information.

**Q:** What do I do if I do not understand the denial reason code or response to a Reconsideration/Dispute?

**A:** Call Provider Services 1-844-366-2880 for clarification Monday-Friday 8AM-6PM PST

**Q:** If the NDC Number is not included on the claim, will the whole claim deny?

**A:** No, only that line item will deny.

**Q:** Does SilverSummit accept Medicare crossover claims?

**A:** Yes.

**Q:** What is the filing limit difference between a contracted and non-contracted provider?

**A:** In state contracted providers(A medical provider that has an agreement with SSHP to accept their patients at a previously agreed upon rate of payment):

All claims must be submitted within 180 calendar days of the date of service.

Out of State non-contracted providers (A medical provider that has declined an agreement with a health plan):

Claims must be submitted within 365 calendar days of the date of service

**Q:** How soon can I view claim status details on the secure provider portal?

**A:** Claims submitted before 5PM EST will display status updates within 24 hours.

**Q:** Can I view clearinghouse rejected claims on the secure provider portal?

**A:** No, SSHP is not able to display claims rejected by clearinghouses via the secure provider portal.

**Q:** Can I appeal a claim on the Secure Provider Portal?

**A:** At this time, there is not a way to file a claim appeal through the Secure Provider Portal. For a full outline procedure, please review the [Reconsideration Quick Reference Guide](#) or please refer to the SSSHP Billing Manual (pages 29-30) available on our [Provider Manual](#) page.