

July 24, 2026

Dear Valued Provider,

Hometown Health appreciates your continued partnership and commitment to delivering quality care. To support timely and accurate claims processing, we would like to share the following billing guidance and reminders for services provided to those in custody of the Nevada Department of Corrections.

We continue to identify common billing issues, including incorrect member names, incomplete member identification numbers, missing required authorization numbers issued by the Nevada Department of Corrections, and claims submitted to the wrong address. To help avoid processing delays, please ensure all claims meet the requirements outlined below.

Please note: Individuals who are incarcerated are generally **not eligible for Medicare-covered services** while in custody.

Billing Requirements

When submitting claims, please ensure the following information is complete and accurate:

- **Member Information**
 - Full legal name
 - Date of birth
 - **10-digit member ID/back number (including leading zeros, if applicable)**
- **Provider Information**
 - Rendering provider name
 - National Provider Identifier (NPI) and tax ID number
 - Service location address
- **Service Details**
 - Service Date(s)
 - Current and valid CPT/HCPSC codes
 - **Valid authorization number issued by Nevada Department of Corrections**
(Please note: Hometown Health does not issue authorizations on behalf of Nevada Department of Corrections)

For proper claims processing, please submit all claims in accordance to the instructions outlined in the [Nevada Department of Corrections Claims Letter](#) available on the **Hometown Health** website under **Forms and Resources** and under **Authorization Matrices**. Claims should not be submitted directly to the Nevada Department of Corrections, as this may delay processing.

If you have further questions, please contact us at HTHProviderrelations@hometownhealth.com or the Nevada Department of Corrections dedicated customer service line at 775-982-5887.

Thank you,

Kaiser Permanente – Nevada