



**Provider Manual Addendum
Access & Availability Changes**

Effective July 1, 2026, the National Committee for Quality Assurance (NCQA) standard for after hours will be changing. Please review the changes outlined below. The changes will be updated in the Nevada Medicaid Provider Manual in the next annual review. See updates below in red text.

**The following will be updated in the current [Nevada Medicaid Provider Manual](#):
Page 106**

- ~~REMOVING: For PCPs only: Provide 24-hour availability to your CareSource patients by telephone. Whether through an answering machine or taped message used after hours, patients should be given the means to contact their PCP or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency room use for after hours.~~
- REPLACING with **Update to After-Hours Standard Effective July 1, 2026. PCP and BH providers must** provide 24-hour availability to their CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their **PCP/BH* provider** or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency department use for after hours. ***BH providers may refer their patients to the 988 Suicide & Crisis Hotline if a provider is not available for the call.**

Page 121:

- ~~REMOVING: For PCPs only: Providing 24-hour availability to your CareSource patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be given the means to contact their PCP or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency room use for after hours.~~

Please contact Provider Services at **1-833-230-2112** if you have any questions. We are available Monday through Friday, 8 a.m. to 6 p.m., Pacific Time (PT).

NV-MED-P-4281663a