




MCNA QUICK REFERENCE GUIDE AND CONTACT INFORMATION – NEBRASKA MEDICAID PROGRAM 2017

MCNA DENTAL CONTACT INFORMATION		IMPORTANT LINKS		IMPORTANT TIME FRAMES	
MCNA Member Hotline	(844) 351-6262	MCNA NE Website	http://www.mcna.net	Claims Submission	180 days from date of service
MCNA Provider Hotline	(844) 353-6262	Provider Manuals	http://manuals.mcna.net/nebraska	Claims Turnaround	15 business days for date of receipt
Hearing Impaired (TTY)	(800) 377-6262	Provider Portal	https://portal.mcna.net	Referral Turnaround	Pending Information
		Online Credentialing	https://credentialing.mcna.net	Pre-Authorization/Referral Expiration	180 days from approval
MCNA Fraud Hotline	(855) 392-6262	Credentialing Email	mcnacredentialing@mcna.net	Pre-authorization Turnaround	Standard: 2 business days
		Utilization Management Email	um_ne@mcna.net		Urgent: 72 Hours

MCNA ADDRESS		PROVIDER PORTAL INFORMATION		MCNA PROVIDER ISSUE ESCALATION AND RESOLUTION	
Billing Address	4400 NW LOOP 410 STE 250, San Antonio, TX 78229	Visit's MCNA'S portal https://portal.mcna.net register using the following		Tier 1 Escalation: Provider Hotline	(844) – 353-6262 provider_hotline_leadership@mcna.net
		Facility ID/Office ID	Five digit number provider by MCNA on Welcome Letter	Tier 2 Escalation: Provider Relations Representative	Brittany Martin bmartin@mcna.net NebraskaPR@mcna.net
Mailing Address	PO Box 29008, San Antonio, TX 78229	Work phone	Office Phone Number	Tier 3 Escalation: Provider Relations Management	Ginger Chapman gchapman@mcna.net
		Federal ID	Office Tax ID Number	MCNA MEMBER ISSUE ESCALATION AND RESOLUTION	
Please indicate the name of department when mailing.		5 Digit Zip Code	Office Zip Code	Tier 1 Escalation: Member Services	(844)351-6262
		First Name	User's First Name	Tier 2 Escalation: Member Advocate Outreach Specialist	Karla Palmer kpalmer@mcna.net (Pending conf.)
Access and Availability Standards		Last Name	Users's Last Name	Tier 3 Escalation: Member Advocate Outreach Specialist Management	Rebecca Poff-Galloway rpoff@mcna.net
Emergency Care	Immediate	Email Address	User's email address (will be username)		
Urgent	24 Hours				
Routine/Preventative	Within 6 weeks	For more information, watch our Provider Portal Tutorials at: http://youtube.com/MCNADental			

We sincerely appreciate your partnership in the Nebraska Medicaid Program. Please contact us at NebraskaPR@mcna.net with any additional questions, concerns or feedback.

