Chapter 1. Getting started

The Nevada Medicaid and Nevada Check Up Health Care Portal allows providers, or their delegates, the ability to perform various functions in a secure environment. Access requires log in to the Electronic Verification System (EVS) from the Provider Web Portal website at www.medicaid.nv.gov.

The Nevada Medicaid HIPAA-compliant Provider Web Portal's EVS provides Internet access to:

- Recipient eligibility

- Direct Data Entry (DDE) claims

- Status of submitted claims

- Claim Appeals

- Prior authorization

- Provider payment amounts

- Remittance Advice access

- Secure Correspondence

- Pharmacy Prior Authorization access

- Electronic Health Records (EHR) Incentive Program

- Early Periodic Screening, Diagnostic and Treatment (EPSDT) forms

- Search Fee Schedule

- Treatment History

- Upload Files

- Reports Download

EVS availability

EVS is available 24 hours, 7 days a week except during the scheduled weekly maintenance period, Monday through Saturday from 12 midnight to 12:30 a.m. Pacific Time (PT) and Sunday 8 p.m. to 12:30 a.m. PT.

System requirements

To access EVS, you must have internet access and a computer with a web browser (Microsoft Internet Explorer 9.0 or higher or Mozilla Firefox, or Google Chrome is recommended).

1.1.   Gaining access to EVS

Gaining access to EVS first requires login to the Provider Web Portal. The top frame of the Provider Web Portal contains a menu of tabs for main website content.
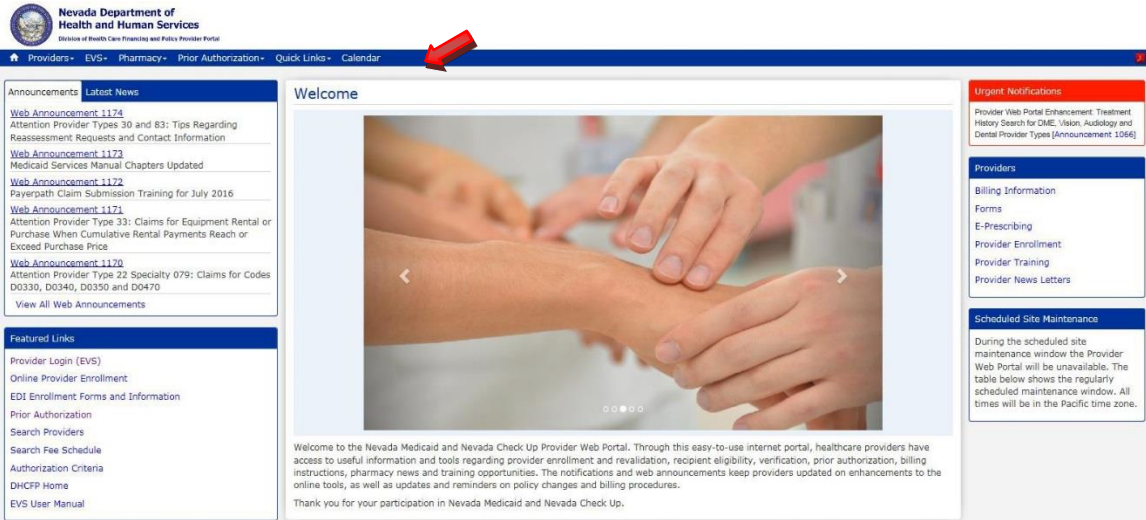
Menu Bar

The Menu Bar across the top of the website has drop-down menu selections for Providers, EVS, Pharmacy, Prior Authorization and Quick Links. Hover over each selection to see the list of options available under each item.

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Calendar

To access the Event Calendar, click **Calendar** on the Menu Bar. The Event Calendar will show information up to 30 days into the past and up to 120 days into the future.

1. Navigate back and forth between the months of the year by clicking the arrow buttons.
2. The **today** button will immediately return you to the current day when clicked.
3. The **month**, **week** and **day** buttons allow you view the calendar using these different views.

Event Calendar

① < > today ②   July 2016   ③ month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Announcements

The five most recent web announcements will appear in the Announcements area on the left side navigation area.

1. Click the web announcement link to view the entire web announcement.
2. Click on the **View All Web Announcements** link to go to the Announcements & Newsletters webpage.

Latest News

The Latest News section consists of the latest informational documents with clickable hyperlinks that will open the item in a new browser window.

Featured Links

The Featured Links section includes hyperlinks to some of the most commonly used webpages.

Urgent Notifications

The Urgent Notifications section will list any urgent notifications.

Providers

The Providers section will contain links to provider-related areas of interest that are available on the website.

Scheduled Site Maintenance

The Scheduled Site Maintenance section will list notifications regarding when the site will be under maintenance and unavailable.

Scheduled Site Maintenance

During the scheduled site maintenance window the Provider Web Portal will be unavailable. The table below shows the regularly scheduled maintenance window. All times will be in the Pacific time zone.

The **Contact Us** hyperlink, at the top right corner of the page, will open the Contact Us page of the Provider Web Portal and displays a list of contact information.

1.2.   Accessing EVS

To access EVS:

1.   Open a web browser such as Internet Explorer or Firefox.

2.   Enter www.medicaid.nv.gov in the address bar.

   The Provider Web Portal Home page opens as shown below.

3.   Click **EVS**. The submenu displays User Manual or Provider Login (EVS).

4.   Click **Provider Login (EVS)**. The EVS Home page opens.

1.3.   Registering in EVS

Registering for EVS access is required to use secured features, and is a separate registration process from enrolling as a Medicaid provider. The Nevada Medicaid and Nevada Check Up Health Care Portal uses an independent website registration process that will enable you to create and customize your profile and assign delegates to work on your behalf. The portal relies on the Nevada Medicaid Management Information System (MMIS) to validate whether you, as the provider, are permitted access. Only one provider office registration is required with the ability to assign multiple delegates to perform clinical administration.

Providers, please note: If you choose to have an office administrator register on your behalf, the administrator must use your name or facility's name when registering in EVS. The administrator must then add their information as a delegate and then register as a delegate in order to utilize the secure features in EVS.

The website uses data from your profile to determine the level of access available based on your role. There are four roles that define levels for access:

- Provider
- Delegate
- Trading Partner
- Managed Care Organization

Some user role examples:

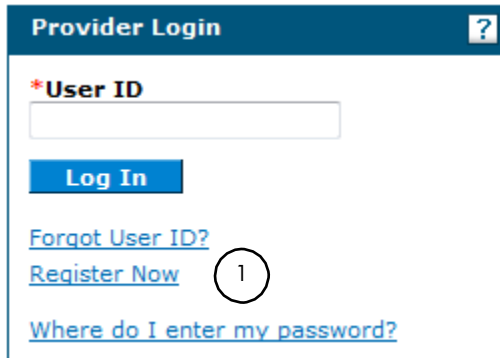| Providers	Delegates	Trading Partners	Managed Care Organization
• Physician • Registered Nurse • Hospital • Community Clinic • Pharmacy	• Office Administrator • Office Manager • Registered Nurse • Medical Assistant • Biller	• Clearing House • Vendor • Billing Agent	• Health Maintenance Organization (HMO)

1.3.1. Registering as a provider

Registration is required when entering the EVS Home page for the first time.

NOTE: To register as a Delegate, refer to the **Registering as a delegate** section of this user manual.

Follow these steps to register for EVS as a **provider**:

1. Click **Register Now** on the EVS Home page. The Registration Selector opens.

Provider Login   ?

*User ID

[ ]

Log In

Forgot User ID?
Register Now   ①
Where do I enter my password?

2. Select the option that best describes your role, such as Provider or Delegate. For this example, click **Provider**.

Registration

Select one of the following options that best describes your role.

(2) **Provider**
An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a provider of services.

Delegate
An individual Designated by the Provider for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons.
Note that although there can only be one provider administrator (who registered as a provider), the administrator can register many delegates to utilize the website from different physical locations. These delegates must be identified and registered by the provider administrator.

Trading Partner
An entity with whom an organization exchanges data electronically. The trading partner may send or receive information electronically.

Managed Care Org
An entity, authorized by the state, to operate a prepaid healthcare delivery plan (as a health maintenance organization - HMO). This entity arranges, administers, and pays for the delivery of healthcare services to members, as designated by the state.

3. Step one of the Registration page opens.

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

Important: If you are registering as a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.

(4) **vider First Name** [   ]
Provider Last Name [   ]
***NPI/API** [   ]
***Tax ID (FEIN or SSN)** [   ]
***Zip Code** ⊖ [   ]

(5) [Continue] [Cancel]

4. Enter provider information in the fields flagged with a red asterisk (*).

Note: Incorrect NPI, Tax ID or Zip Code entered will result in an "Error - 1001: Personal identity information not recognized or provider is inactive or OPR provider." You will not be allowed to go to the next step to register. If you are the administrative user registering for the provider, you will be responsible for gathering the correct NPI, Tax ID and Zip Code required to register; and for gathering delegate information in order to add delegates prior to delegates registering in EVS.

Providers who are enrolled in Nevada Medicaid as an Ordering, Prescribing or Referring (OPR) provider will not be able to register for access to the Provider Web Portal. The following error message will be displayed if an OPR provider tries to register for access to the Provider Web Portal.

"Error -1001: Personal identity information not recognized or provider is inactive or OPR provider."

Important: When registering a provider, the name used must be the name tied to the NPI. (Example: NPI shows Dr. John Smith. First name entered in step one of Registration page should be John and last name should be Smith, MD. For clinics or hospitals, use

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the name of the facility. Example: First Name is County Hospital. Last name may be Outpatient Services. These are just examples.)

5. Click **Continue**. Step two of the Registration page opens.
6. Enter a **User ID** and **Password**.

✎ The password must be 8 to 20 characters in length, not be the same as your User ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non-alphanumeric characters: : ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/.

The following error message will display if the password does not meet the complexity or minimum length requirements:

7. Check user ID availability. If available, you will see a window appear stating the user ID is available as shown below. Then click **OK**.

User ID Availability

The User ID is available.

OK
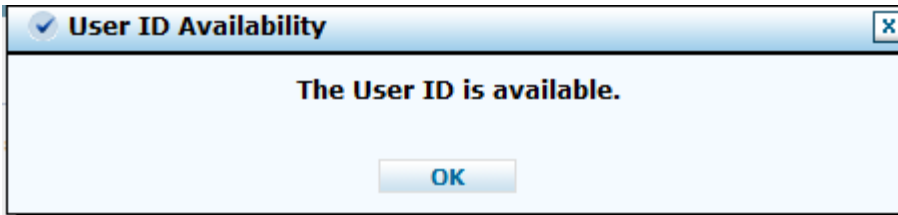
8. Enter contact information including a phone number and email address. This one-time entry is saved and used in response to correspondences or inquiries sent through the secured portal.

9. Choose a personalized **site key**.

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

9 *Site Key:

Apple Balloon Balloons Baseball Billiards

*Passphrase

Note: The site key confirms authorized access. The key protects privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

10. Type a **Passphrase** security identifier.

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

* Site Key:

Apple Balloon Balloons Baseball Billiards

10 *Passphrase

11. Select **Challenge Questions** and provide answers.

Please select a unique challenge question and provide an answer for each of the question groups below.

11 *Challenge Question #1 Select a Challenge Question
*Answer to #1

*Challenge Question #2 Select a Challenge Question
*Answer to #2

*Challenge Question #3 Select a Challenge Question
*Answer to #3
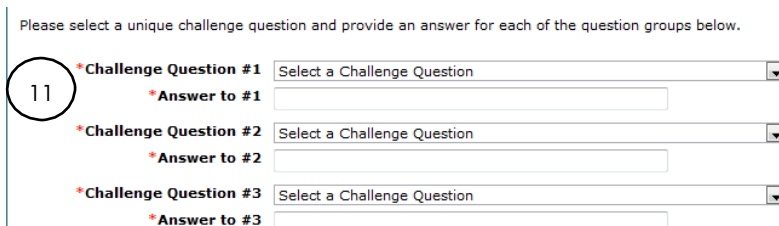
The challenge questions are verified only when using a public computer.

12. Read the User Agreement and select the **User Agreement** box to acknowledge agreement with the terms and conditions as described.

13. Click **Submit**.

The **User Successfully Registered** message displays. A confirmation email containing login information is sent to the email address you provided. Email notification is delivered within 15 to 30 minutes.

14. Click **OK**.

1.4.   Logging in as a provider

After the registration process has been completed, you can log in for secured access. To log in to EVS:

1. Type your User ID.

2. Click Log In.

3. Answer the **challenge question** to verify your identity the first time when logging in from a personal computer, or every time when using a public computer.

4. Select **personal computer** or a **public computer**.

5. Click **Continue**.

The next page displays your site key token. Confirm that your **site key token** and **passphrase** are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal website and it is safe to enter your password.

6. Enter your **Password**.

7. Click **Sign In**. My Home page will appear.

You have successfully logged into EVS! You will see the following features displayed on the Home page.

8. **My Home** will show your provider information and provider services.

9. **Eligibility** tab allows you to verify member eligibility and benefits.

10. **Claims** tab allows you to submit DDE claims, check claim status and the ability to search payment history and access Remittance Advice for printing or downloading to your computer.

11. **File Exchange** tab provides access to upload files. For Trading Partners it provides access to upload and download EDI files.

12. **Care Management** tab provides access to authorization status.

13. **Resources** tab provides downloads for you to gain additional information such as training tutorials.

1.5.   Updating provider profile

The **My Profile** hyperlink lists the Provider Web Portal preferences and security information that can be updated. Updating any changes to your contact information will only change in the portal. It will not change or update any information that was submitted

on your Medicaid application to Provider Enrollment. To change your provider information with Provider Enrollment, you must complete an Update Application using the Online Provider Enrollment (OPE) Portal.

Click on **My Profile** link and the **Profile Maintenance** screen will appear. You can update your contact information, preferences, challenge questions, site key token and password.
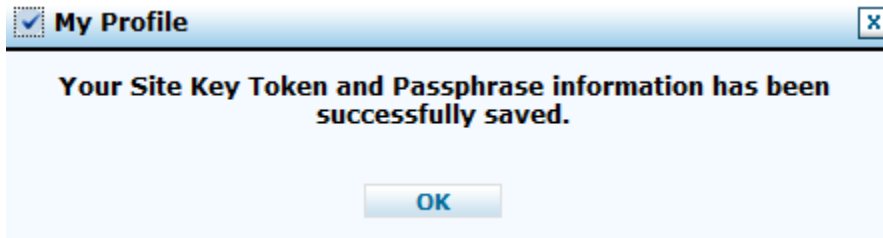
My Profile

Name County Hospital Outpatient Services

Roles

Current Roles Provider - In Network

Contact Information

Display Name County Hospital Outpatient Services

Phone Number

Current Email

Edit

Preferences

Primary Language All

Challenge Questions

Challenge Question #1

Answer to #1

Challenge Question #2

Answer to #2

Challenge Question #3

Answer to #3

Edit

Site Key Token

Site Key:

Passphrase

Edit

Password

Change Password

When editing your user profile, the changes will be marked with a "⚫" icon. You will then see which changes were made to your profile and can either edit again, confirm the changes or cancel the changes.

Site Key Token

Update field labels are marked with a "⚫" icon.

Review your changes and click the **Confirm** button to save your information.

⚫ **Site Key:**

⚫ **Passphrase** Balloon

Edit   Confirm   Cancel

Click **Confirm** to see a confirmation screen box stating the change was successfully made. An email message will be sent to your email account verifying the changes made.

Click **OK**.

Continue to make any changes or click on the **My Home** tab to go back to the Home page. If you did not request any changes to your profile, the email sent to your email account will state to contact Customer Service immediately.

1.6.   Granting access to a delegate

Once you have registered as a provider in EVS and have logged in, you can assign a delegate or Trading Partner access to EVS on your behalf.

To grant access:

1. Click on the **Manage Account** hyperlink on the EVS **My Home** page. The Manage Accounts page will appear.

The Delegate Assignment page contains three tabs.

2. Add New Delegate, and

3. Add Registered Delegate

4. Add Registered Trading Partner

A new delegate is someone that has never registered in EVS. A registered delegate is a delegate that is already registered in EVS, and exists as a delegate for another provider. A registered Trading Partner is Trading Partner that has already enrolled with Nevada Medicaid and has a Trading Partner ID.

Each tab contains a Functions list. The Functions list contains a list of functions a delegate can be granted access to by the provider.

1.6.1. Adding a new delegate

Adding delegates will allow you, as a provider to "delegate" administrative duties to your office staff and act on your behalf. Prior to adding a delegate, the staff member must provide you with:

- Full name
- Date of birth
- Last four digits of their Driver's License Number

(DLN) To add a new delegate:

1. Click on **Manage Account**. The Delegate Assignment screen appears.

2. Click **Add New Delegate** tab.

3. Enter in all information, including last four digits of Driver's License Number (DLN).

4. Select the functions that the delegate is authorized to access.
   (At least one function must be selected)

5. Click **Submit**. Next screen will ask for a confirmation of information submitted.

Manage Accounts　　　　　　　　　　　　　　　　　　　　　　Back to My Home ?

Add New Delegate | Add Registered Delegate | Add Registered Trading Partner

A new delegate is defined as office staff and/or other support staff employed by the provider who are not registered in the Portal. Providers may grant Portal access to new delegates by completing the required fields and giving the code generated to the individual to then register in the Portal. The new delegate will then have access to the provider's information (claims, reports, eligibility inquiries, or other functionality) via the Portal.

* Indicates a required field.

Enter the fields below and click Submit to generate the delegate code for the new delegate to register. Note that delegates associated with each location (based on zip code), must be added separately.

*First Name John
*Last Name Tester
*Birth Date 01/01/1980
*Last 4 of DLN 1234

Select the functions that the delegate is authorized to access

*Functions ☑ Base Delegate Access
　　　　☐ Care Management - Create Prior Authorization
　　　　☐ Care Management - View Prior Authorization
　　　　☐ Claim - Submit and Resubmit
　　　　☐ Claims - Treatment History
　　　　☐ Claims - View Claims
　　　　☑ Eligibility - Eligibility Verification
　　　　☐ File Exchange - Download
　　　　☐ File Exchange - Upload
　　　　☐ Member Focus Viewing
　　　　☐ Provider Enrollment - Revalidate/Update

Submit　**Cancel**

6. Click **Edit**, **Confirm** or **Cancel**.

Manage Accounts　　　　　　　　　　　　　　　　　　　　　　Back to My Home ?

Add New Delegate

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

First Name John
Last Name Tester
Birth Date 01/01/1980
Last 4 of DLN 1234
Decision Active

Functions ☑ Base Delegate Access
　　　　☐ Care Management - Create Prior Authorization
　　　　☐ Care Management - View Prior Authorization
　　　　☐ Claim - Submit and Resubmit
　　　　☐ Claims - Treatment History
　　　　☐ Claims - View Claims
　　　　☑ Eligibility - Eligibility Verification
　　　　☐ File Exchange - Download
　　　　☐ File Exchange - Upload
　　　　☐ Member Focus Viewing
　　　　☐ Provider Enrollment - Revalidate/Update

Edit　**Confirm**　**Cancel**

✍ *Clicking on **Cancel** will take you back to the Manage Accounts page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

7. Click **Confirm** to confirm the delegate.

The **Delegate Assignment** screen displays with the **Delegate Code** for the new delegate. The delegate must enter this code to register. The delegate should maintain this code in case another provider would like to add him/her as a delegate.
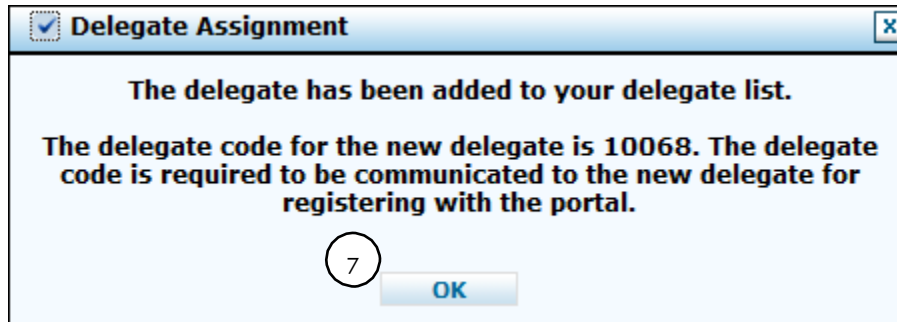
8. Click **Ok** to return to the Delegate Assignment screen to add another delegate or add a delegate that is already registered.

1.6.2. Adding an existing registered delegate

A provider's office may have more than one provider of services but utilize the same staff to perform administrative duties. Each provider will register in EVS and may want to delegate administrative duties to the same staff as the other provider. Although each provider registers separately, the delegate only needs to register once. The provider can add a registered delegate to perform administrative duties on their behalf.

To add an existing registered delegate:

1. From My Home page, click the **Manage Account** hyperlink. The Manage Accounts screen appears.

2. Click the **Add Registered Delegate** tab.

3. Enter the last name and the delegate code of a delegate that is currently registered under another provider. The delegate will provide you with this code.

4. Select the functions that the delegate is authorized to access.
(At least one function must be selected)

5. Click **Submit**. Next screen will ask for a confirmation of information submitted.

6. Click **Edit**, **Confirm** or **Cancel**.

> ✍ *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

7. To confirm the delegate information, click **Confirm**.

A **Delegate Assignment** confirmation box displays stating the delegate was added to the provider's delegate list.

8. Click **Ok**. The delegate will be added to the Delegate Assignment page.

1.6.3. Adding a Trading Partner

Adding Trading Partners will allow you, as a provider, to authorize a Trading Partner to submit your transactions on your behalf. Prior to adding a Trading Partner, the Trading Partner must provide you with:

- Trading Partner Name

and/or

- Trading Partner ID

1. Click on Manage Account. The Delegate Assignment screen appears.

2. Click Add Registered Trading Partner tab.
3. Enter Trading Partner Name and/or Trading Partner ID.
4. Click Validate. Next screen will allow you to select the transactions for this Trading Partner.

5. Select the transactions you authorize this Trading Partner to perform on your behalf.
6. Click Submit or Cancel. Click **Submit**. Next screen will ask for a confirmation of information submitted.

7. Click **Edit**, **Confirm** or **Cancel**.

> ✎ *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

8. Click **Confirm** to confirm the Trading Partner.

The Manage Trading Partners message box will appear indicating that the Trading Partner has been added to your Trading Partner list.
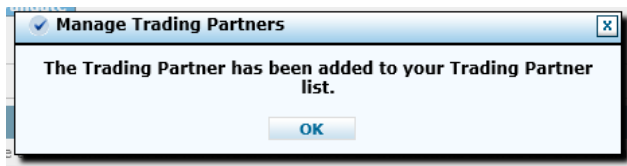
1.6.4. Inactivating a delegate

Staffing changes do occur in provider's offices and there may be a time when you may need to remove a delegate from your Delegate Assignment list.

To inactivate a delegate:

1. From My Home page, click **Manage Account**. The Manage Accounts page displays all active delegates registered under the logged in provider.

2. Click the delegate's name to change the status of the delegate. The delegate's information will display under the **Edit Delegate** tab.

3. Select **Inactive** and click **Submit**.

A message screen box displays stating the delegate status has been set to Inactive.
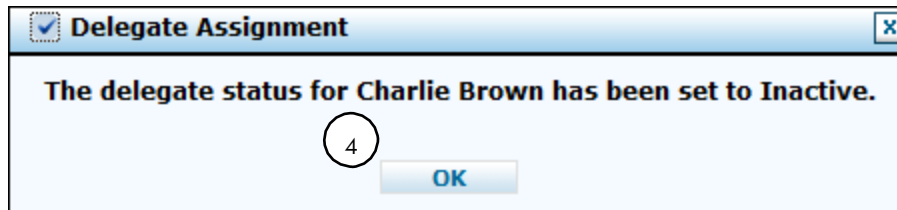
This will change the delegate status from Active to Inactive and will not allow that delegate to access your provider's information.

4. Click **OK**.
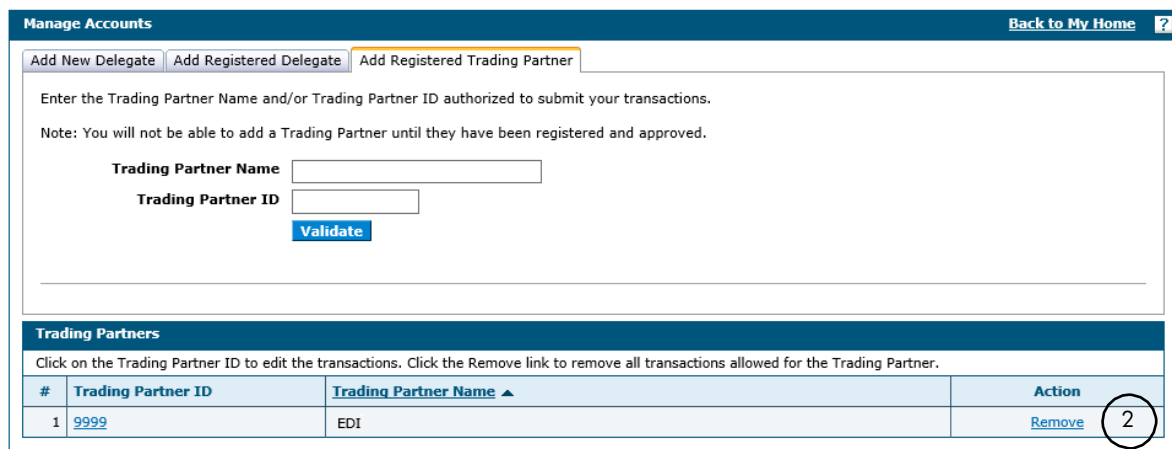
1.6.5. Removing a Trading Partner

Changes do occur and there may be a time when you may need to remove a Trading Partner from your Trading Partner list.
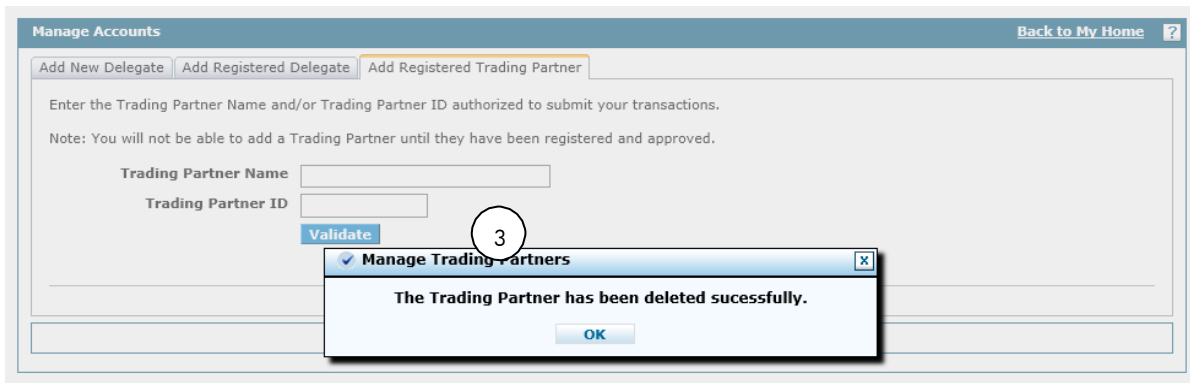
To remove a Trading Partner:

1. From My Home page, click **Manage Account**.

2. Click on the Add Registered Trading Partner tab to display the Trading Partner list. Click the Remove link next to the Trading Partner.

3. A message will display to confirm the Trading Partner was deleted successfully.

4. Click **OK**.

1.6.6. Registering as a delegate

A user registers only once when entering the EVS Home page for the first time. To register as a delegate, you will need an **access code**. An access code is obtained only after you have given your provider or office administrator the following information:

- Full name

- Date of birth

- Last four digits of your Driver's License Number (DLN)

Once this information is entered into EVS, your provider or office administrator will add you as a delegate and receives the access code. You need this access code to register as a delegate.

To register for EVS as a delegate:

1. From the EVS Home page, click **Register Now**.

2. From the **Registration Selector** page, select the option that best describes your role, i.e., Provider or Delegate.

3. Click **Delegate**.

4. On the first Registration page, enter delegate information in the fields flagged with a red asterisk (*).

5. Click **Continue**.

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!

Important: If you are registering as the administrative user then you will be responsible for gathering required delegate information and creating all delegates for your NPI, Tax ID and zip code.

④ *First Name
*Last Name
*Birth Date ❶
*Last 4 of DLN
⑤ *Delegate Code

Continue   **Cancel**

NOTE: If you entered any information that does not match what the provider or office administrator had previously entered into EVS, you will get the following error message, "**Error** - Unable to identify your user account based on the information provided. Review the information and try again. If the problem persists, contact customer service for assistance."

6. On the second Registration page, enter a **User ID** and **Password**.

   ✍ *Your password must be 8 to 20 characters in length, not be the same as your user ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non alphanumeric characters: : ~!@#$%^&*_-+=`|\(){}[]:;'"<>,.?/.*

   The following error message will display if the password does not meet the complexity or minimum length requirements:

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter. The password cannot contain the user's first or last name

*User ID   ABCMedical123   **Check Availability**

*Password   ●●●●●
Your password must be 8 to 20 characters in length and cannot contain your name or last name. It should not be the same as your user id and it must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.

*Confirm Password

7. Check for **User ID** availability.

8. When confirmed available, click **Ok**.

9. Enter contact information.

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

*User ID [   ] Check Availability

*Password [   ]

*Confirm Password [   ]

Please provide your contact information below.

*Display Name [   ]

Phone Number [   ]

*Email [   ]

*Confirm Email [   ]

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

10. Choose a personalized **site key**.

The site key provides a visual confirmation that the correct user has accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

11. Type a **Passphrase** of your choosing. The passphrase is yet another security identifier for the user and the official website.

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

Site Key:

○ Apple ○ Balloon ○ Balloons ○ Baseball ○ Billiards

*Passphrase [   ]

12. Select **Challenge Questions** and provide your answers. The challenge questions will only be verified when using a public computer.

Select a unique challenge question and provide an answer for each of the question groups below.

Challenge Question #1 [Select a Challenge Question ▼]

*Answer to #1 [   ]

*Challenge Question #2 [Select a Challenge Question ▼]

*Answer to #2 [   ]

*Challenge Question #3 [Select a Challenge Question ▼]

*Answer to #3 [   ]

13. Read the user agreement and select the **User Agreement** box.

By selecting the User Agreement box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

14. Click **Submit**.

A pop-up box displays stating "User Successfully Registered." A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

15. Click **OK**.

1.6.7. Registering as a Trading Partner

A user registers only once when entering the EVS Home page for the first time. To register as a Trading Partner, you will need a **Trading Partner ID**. A Trading Partner ID is obtained only after you have enrolled as a Trading Partner with Nevada Medicaid. Once a Trading Partner has been approved to register for a PWP account, they will receive an email indicating that the application process is complete.

To register for EVS as a Trading Partner:

1. From the EVS Home page, click Register Now.

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2. From the Registration Selector page, select Trading Partner.

3. On the first Registration page, enter the Trading Partner ID. The field is flagged with a red asterisk (*).

Registration Step 1 of 2 - Personal Information   [?]

* Indicates a required field.

Please provide the following information to get started!
Important: If you are registering as a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.
If you have chosen to register as a Trading Partner, enter the Trading Partner ID.
If you have chosen to register as a Managed Care Org, enter the NPI/Provider ID and Zip Code.

   *Trading Partner ID [   ]

   [Continue]   [Cancel]

4. Click **Continue**.

5. On the second Registration page, enter a **User ID** and **Password**.

    *Your password must be 8 to 20 characters in length, not be the same as your user ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non alphanumeric characters: : ~!@#$%^&*_-+=`| \(){}[]:;"'<>,.?/.*

    The following error message will display if the password does not meet the complexity or minimum length requirements:

Registration Step 2 of 2 - Security Information   [?]

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter. The password cannot contain the user's first or last name

   (5)   *User ID   [ABCMedical123]   [Check Availability]

          *Password   [•••••]
                      Your password must be 8 to 20 characters in length and cannot
                      contain your name or last name. It should not be the same as
                      your user id and it must contain at least 1 character from three
                      of the following categories: numeric digit, uppercase letter,
                      lowercase letter, and non-alphanumeric characters.

          *Confirm Password [   ]

6. Check for **User ID** availability.

7. When confirmed available, click **Ok**.

8. Enter contact information.

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

(6)

*User ID   [ ]   **Check Availability**
*Password   [ ]
*Confirm Password   [ ]

Please provide your contact information below.

(8)

*Display Name   [ ]
Phone Number ⓘ   [ ]
*Email ⓘ   [ ]
*Confirm Email ⓘ   [ ]

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

9. Choose a personalized **site key**.

The site key provides a visual confirmation that the correct user has accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

10. Type a **Passphrase** of your choosing. The passphrase is yet another security identifier for the user and the official website.

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

(9) Site Key:

○ Apple   ○ Balloon   ○ Balloons   ○ Baseball   ○ Billiards

(10)

*Passphrase   [ ]

11. Select **Challenge Questions** and provide your answers. The challenge questions will only be verified when using a public computer.

Select a unique challenge question and provide an answer for each of the question groups below.

(11)

Challenge Question #1   Select a Challenge Question ▼
*Answer to #1   [ ]

*Challenge Question #2   Select a Challenge Question ▼
*Answer to #2   [ ]

*Challenge Question #3   Select a Challenge Question ▼
*Answer to #3   [ ]

12. Read the user agreement and select the **User Agreement** box. By selecting the User Agreement box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

13. Click **Submit**.

A pop-up box displays stating "User Successfully Registered." A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

14. Click **OK**.

1.6.8. Registering as a Managed Care Organization (MCO)

A user registers only once when entering the EVS Home page for the first time. To register as an MCO, you will need an **NPI/Provider ID**.

To register for EVS as an MCO:

1. From the EVS Home page, click Register Now.

2. From the Registration Selector page, select Managed Care Org.

3. On the first Registration page, enter the NPI/Provider ID, and Zip Code. These fields are flagged with a red asterisk (*).

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!
Important: If you are registering as a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.
If you have chosen to register as a Trading Partner, enter the Trading Partner ID.
If you have chosen to register as a Managed Care Org, enter the NPI/Provider ID and Zip Code.

*NPI/Provider ID

*Zip Code ⓘ

Continue   **Cancel**

4. Click **Continue**.

5. On the second Registration page, enter a **User ID** and **Password**.

> ⬜⬜*Your password must be 8 to 20 characters in length, not be the same as your user ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non alphanumeric characters: : ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/.*

The following error message will display if the password does not meet the complexity or minimum length requirements:

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter. The password cannot contain the user's first or last name

(5) ***User ID**   ABCMedical123   **Check Availability**

*Password   ●●●●●
Your password must be 8 to 20 characters in length and cannot contain your name or last name. It should not be the same as your user id and it must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.

*Confirm Password

6. Check for **User ID** availability.

7. When confirmed available, click **Ok**.

8. Enter contact information.

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

9. Choose a personalized **site key**.

The site key provides a visual confirmation that the correct user has accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

10. Type a **Passphrase** of your choosing. The passphrase is yet another security identifier for the user and the official website.

11. Select **Challenge Questions** and provide your answers. The challenge questions will only be verified when using a public computer.

12. Read the user agreement and select the **User Agreement** box.

By selecting the User Agreement box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

13. Click **Submit**.

A pop-up box displays stating "User Successfully Registered." A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

14. Click **OK**.

1.7.   Logging in as a delegate or Trading Partner

After the registration process has been completed, you can login for secured access to various features.

To log in to EVS:

1. Type your **User ID**.

2. Click **Login**.

3. Answer the challenge question to verify your identity. You must respond to the challenge question the first time you use a personal computer, or every time you use a public computer.

4. Select whether you are using a personal computer or a public use computer.

5. Click **Continue**.

The next page displays your **site key** token. Confirm that your site key token and **passphrase** are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal website and it is safe to enter your password.

6. Enter your password.

7. Click **Sign In**.

You have successfully logged into EVS! Displayed on the Home page under My Home, you will see user name along with the name of the provider that assigned you as a delegate; the provider's NPI and location.

In addition to providing the ability to verify member eligibility benefits and check claim status, this secure website provides access to authorization status and access Remittance Advice for printing or downloading to your computer.

1.7.1. Switching providers as a delegate

After logging into EVS, you will be directed to the **My Home** page. You have the option to remain under the current provider or switch to another provider. To switch providers:

1. From the My Home page, click **Switch Provider**.

The Switch Provider screen displays.

2. The **Selected Provider** tab displays with the information of the last selected provider. You can select the Switch Provider tab to search or select a different provider. You can only switch between providers that have authorized access for you, the delegate.

3. **Switch Provider** tab

When you click on the Switch Provider tab, a list of available providers will display at the bottom of the screen. You also have the ability to search for specific providers by filling in the information in the appropriate fields.

4. Available Providers

Delegates inherit the rights of the provider. When you select a provider in the results list, you switch operating on that provider's behalf. You can also search to find the correct provider in

the delegate's list of authorized providers. When you are authorized by a new provider, the provider information displays in the results list.

5. Search Providers

To search for a specific provider, enter the provider's name, first name, last name or email address and click **Search**. To limit the amount of searches, you should enter as much known information as possible before clicking on search.

NOTE: In the example above, the delegate has logged in under Healthcare but has the ability to switch to an available provider, Dr. David Green. By checking on David Green, the delegate will no longer be logged in to view services under Healthcare.

After switching providers, you will receive the **Switch Provider Confirmation** screen. Click **OK**.
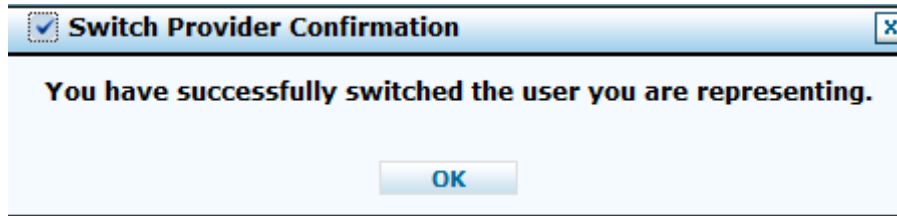
1.8 Forgot user ID?

This hyperlink provides assistance when you have forgotten your registered **User ID**. Upon verification of key identifiers on the portal security directory, an email is sent to the email address associated with your profile containing a temporary password that must be reset upon successful login.
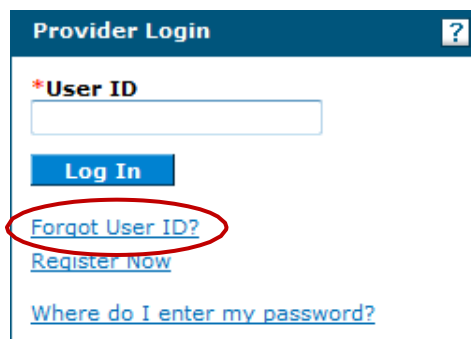
1.8.1 Where do I enter my password?

This hyperlink displays a page that explains the login process.
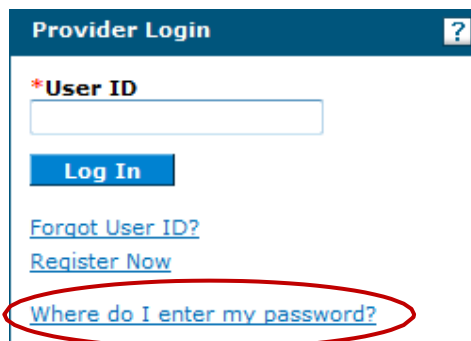
1.8.2 Log in failure

If you enter an incorrect User ID, you are allowed to go to the next screen and enter the answer to the challenge question. Although the answer to the challenge question may be correct, you will receive an error message, "Error. Your answer was incorrect. Please try

again." This error will also occur if the incorrect User ID was entered. Go back to the **Home** page and enter in the correct User ID.

If you enter the incorrect answer to the **challenge question**, you will get "Error – Your answer was incorrect. Please try again." Enter the correct answer to the challenge question and click **Continue**.

If you forget the answer to the challenge question, click **Forgot answer to challenge question?** This link will take you to the **Contact Us** page for further assistance.

1.8.3   Incorrect password

If you enter an incorrect password, you will receive an error message stating "Error. Your password was incorrect. Please try again." Enter the correct password and click **Sign In**. If you forget your password, click **Forgot Password?**

Error
Your password was incorrect. Please try again.

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**.

If this is not your site key token or passphrase, do not type your password.
Call the customer help desk to report the incident.

Site Key:

Passphrase apple

*Password [   ]

Sign In

Forgot Password?

Clicking **Forgot Password?** will take you to the **Forgot Password** page. Answer the Challenge Question correctly and click on the **Submit** button.

Forgot Password   [?]

* Indicates a required field.

Answer the following challenge question. We will use the answer to help authenticate your identity. If we find a match, an email will be sent to your email address on record.

Challenge Question In what city were you born?
*Your Answer [   ]

Submit   **Cancel**

Answering the challenge question correctly will give you the validated password box. An email notification will be sent to your email account with a temporary password to enter into the password screen to complete your portal access.

☑ **Forgot Password**   [x]

You have successfully validated your Password.

**We have sent an email with your account information to the email address on record. Email notifications can take 15 to 30 minutes to be delivered.**

OK
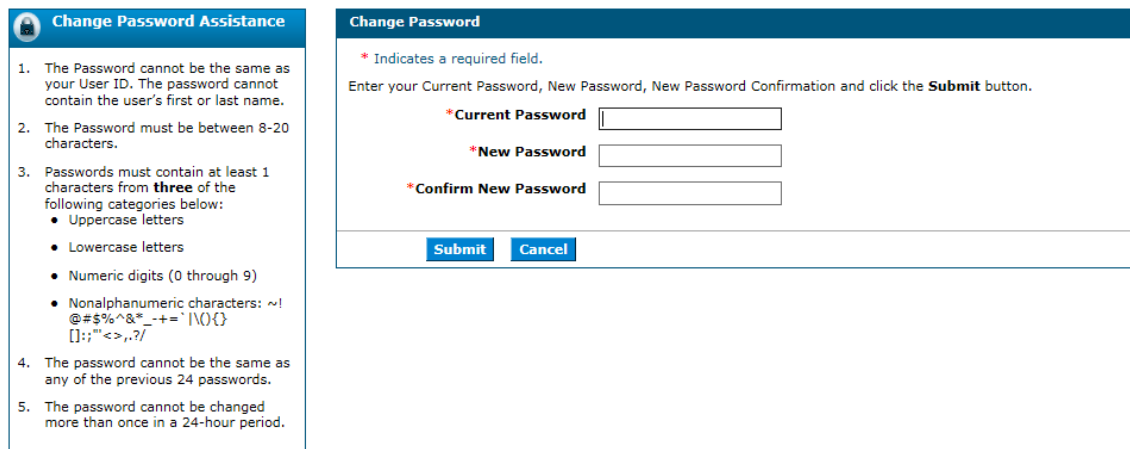
Clicking **OK** takes you back to the password page. In order to get the temporary password to enter in this screen, you need to access your email account to receive the temporary password. The email was sent to your email account that was given at the time you registered.

1.8.4 Updating password

After accessing your email account to get the temporary password, enter the temporary password in the password page of the portal. When completed successfully, you will receive the **Change Password** screen box below. Click **Ok** to gain entry into the Change Password Screen.
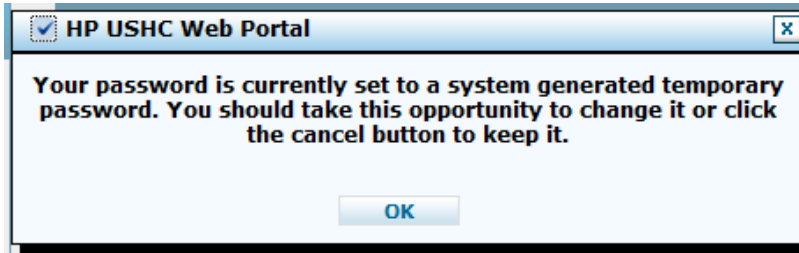
Enter in the temporary password given to you in the **Current Password** field. Choose a new password and click on **Submit**. The new password cannot be the same as any of the previous 24 passwords, and can only be changed once in a 24-hour period.

The following error message will display if the password does not meet the complexity or minimum length requirements:

The following error message will display if the password is the same as one of the previous 24 passwords or you are trying to change it more than once in 24 hours:

You will see the Forgot Password validation box. Click **OK**. An email will be sent to your email account provided at the time of registration. See email example below.
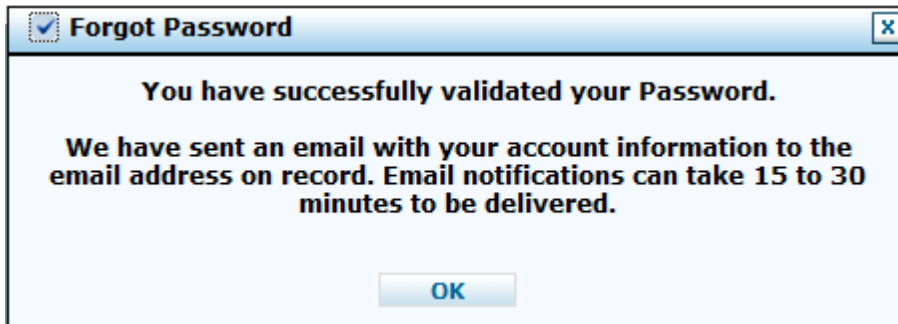
"This email was sent to confirm that you have successfully changed your password in the Nevada Medicaid Provider Portal. Your new password is listed below.
Please keep a copy of this email in a safe place for future reference.
Password: XXXXXXXXXXX
If you have any questions or concerns regarding this email, feel free call us at (877) 638-3472. Do not attempt to reply to this automated email.
Sincerely,
Division of Health Care Financing and Policy Provider Portal User management"

You can also change your password by going to the **My Profile** link from the **My Home** page. After updating your password, you will see a **Confirmation** screen box that states your password was successfully changed. Updating the password will generate another email sent to your email account alerting you that your password has been changed.
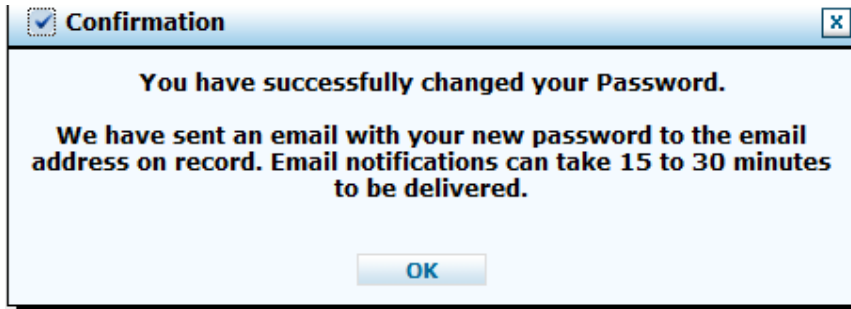
Click **OK**.

1.8.5 Password expired

After you have registered and logged in to the portal, your password will expire after 60 days. When you log on and enter your password, you will get a **Password Expiration Notification.**

Click **OK** to be taken to the Change Password screen.

Once you create your new password and click **Submit**, you will be directed back to the Login screen to log in to the portal with your new password. An email notification will be sent to your email account stating your password has been changed.

1.9   Timeout limit

When you are logged into EVS, and you leave your computer unattended or idle for 20 minutes, you will receive a **Timeout Notification**. You will have the option to extend your session or cancel and you will be logged off. By clicking **Extend**, you will remain on the last page you were working in before the timeout.
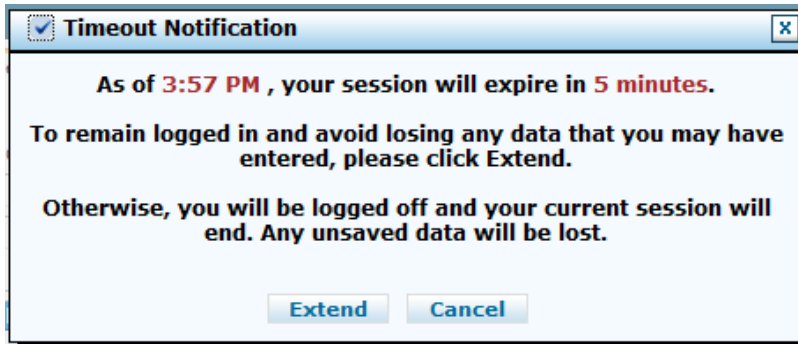
If you click **Cancel** or have timed out, the session has ended and the Timeout Notification will state that you have to return to the Welcome page to log on again to start a new session.
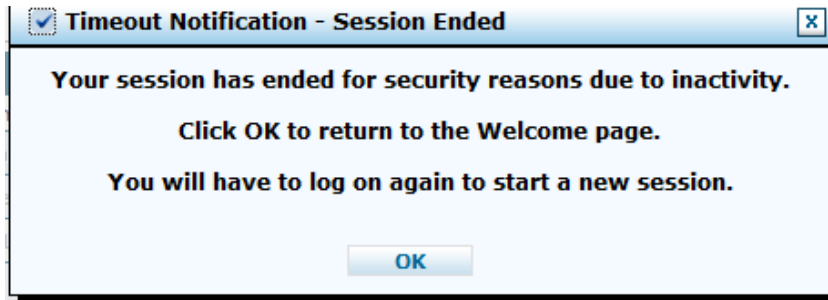
Click **OK**.

1.10   Logging out of EVS

When utilizing EVS, it is strongly recommended that you log off after each session. This will ensure Protected Health Information (PHI) is secure and makes the login readily available for the next user.

To log out of EVS:

1. Click **Logout** located at the top right-hand corner of the page. This hyperlink is located in the same area on all screens within EVS.

**Nevada Department of
Health and Human Services**
Division of Health Care Financing and Policy Provider Portal

Contact Us | Logout

My Home   Eligibility   Claims   Care Management   File Exchange   Resources   Switch Provider

My Home

Provider

Welcome Charlie Brown
Name HEALTH
GROUP

Welcome Health Care Professional!
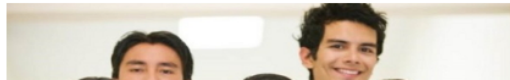
Contact Us

Secure Correspondence

After clicking on **Logout**, you will see a Logout Confirmation screen.

2. Click **OK**, or click **Cancel** to go back to previous screen.

Logout Confirmation   ☒

Are you sure you want to logout?

2

OK   Cancel
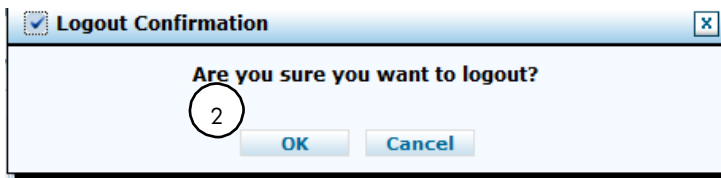
After clicking **OK**, you will go back to the Provider Login Home page.

1.11 EVS features

Once you register and log into EVS, you gain access to various functions of EVS through the My Home page screen. The My Home page screen displays tabs at the top of the screen that allow you to view:

EVS Tab	What is This?	What Does it Do?
Eligibility	Eligibility Benefit Verification	Verifies member eligibility for a specific date or time frame.
Claims	Claim Transactions	Allows you to submit claims through DDE, and check the status of claims submitted to the Fiscal Intermediary, DXC Technology, which is referred to as Nevada Medicaid.
Care Management	Prior Authorization	Allows you to check the status of prior or concurrent authorization requests the user has submitted.

| File Exchange | Upload Files | Allows users to upload Nevada forms that have been completed and saved on your computer. Allows Trading Partners to upload and download EDI files. |
| Resources | Downloads | Allows you access to various resources including tutorials Search Providers and, Search Fee Schedule. |

The EVS **My Home** page is divided into three sections:

1. The left section contains provider hyperlinks.

2. The middle section includes client information such as broadcast messages.

3. The right section lists hyperlinks for correspondence and contact information.

The content of the My Home page, as well as the menu bar tabs, depend on the type of user role logged into EVS (a provider or a delegate). This secure page is only available to registered users.

1.12 Provider services

The Provider Services area provide you access to additional areas of functionality. Those features include:

Provider Service	What is This?	What Does it Do?
Member Focused Viewing	When you navigate to other functions in EVS, the Member Focused Viewing page remains available so you do not have to repeat searches.	Allows you to view a summary of details for a member including demographics, eligibility (coverage), claims and authorizations.
Search Payment History	You will be able to access payment history and payment detail.	Allows you to view provider's Nevada Medicaid and Nevada Check Up payments and access RAs.
Revalidate-Update Provider	You will be able to access the Online Provider Enrollment Portal.	Allows you to revalidate or update provider enrollment.
PASRR	You will be able to access the Pre-Admission Screening and Resident Review (PASRR) link.	Allows you to perform Pre-Admission Screening and Resident Reviews.
Pharmacy Prior Authorization	Prescribing providers will be able to access a link for Pharmacy Prior Authorization.	Allows prescribers to enter prior authorizations for patient medications.
EHR Incentive Program	You will be directed to CGI website to enroll for EHR incentives.	Allows providers to enroll for EHR incentives.
EPSDT Program	You will be directed to EPSDT website.	Allows providers to complete EPSDT enrollment forms.

1.13   Contact us

The **Contact Us** link can be accessed from the Welcome page (before login,) or from the My Home page (after login). This page directs you to information for contacting provider support units. Before logging in to EVS:

After logging in to EVS:

By clicking the **Contact Us** link, you will have access to a directory that lists addresses and phone numbers for direct contact. For general comments, questions or technical assistance, you can contact either by phone, fax or email by clicking the **Submit Online Questions, Comments or Technical Assistance** found at the bottom of the Contact Us link page.

For email contact:

1.   Click "Submit Online Questions, Comments or Technical Assistance."

Contact Us

Use this directory to contact us by phone or mail.
General questions, comments or technical assistance may be submitted online by clicking the Online link at the bottom of the page:

Electronic Billing
Electronic Health Records (EHR) Incentive Program
General Information
Mailing Address
Managed Care
PASRR/LOC
Pharmacy
Prior Authorization
Provider Enrollment
Provider Training
Public Hearings
TPL Identification and Recovery
Web Sites

General Information

Customer Service Center
Claim inquiries and general information

Mailing Address:
Customer Service
P.O. Box 30042
Reno, NV 89520-3042

Phone: (877) 638-3472

Online questions, comments or for technical assistance

For technical assistance contact:
Phone: 1-877-638-3472
Fax: 1-775-335-8593

(1) Submit Online Questions, Comments or Technical Assistance

2. Enter information in fields; all fields marked with a red asterisk (*) are required. First and last name and email address are pre-populated with your provider's information.

3. Enter in comments, questions or request technical assistance with a maximum of 2,000 characters.

Reminder: If you did not log in before clicking on the **Contact Us** link, this will be an unsecured contact. Do not enter any PHI in your comments.

4. Click **Submit**.

Contact Us

Contact us by entering the Contact information below.
Some fields have been populated with the information we have on file. Please update this information if is not correct.

* Indicates a required field.

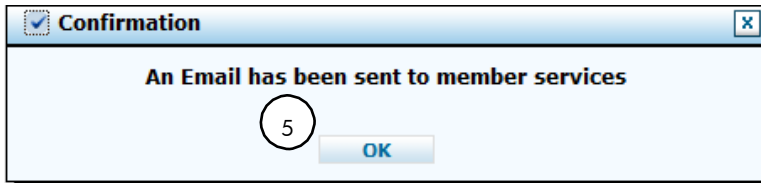|	
*First Name	County Hospital
*Last Name	Outpatient Services
*Street Address	
*City	
*State	-
*Zip Code	
*Phone	
*Email	
* Email	
*Comments	

Submit   **Cancel**

After clicking **Submit**, you will receive a Confirmation screen box stating the email was sent to member services.

5. Click **OK**.

You will be directed back to **My Home** page.

An email response will be sent to your email address that was entered on the Contact Us page unless you requested to be contacted by another means, such as by phone.

1.14. Secure correspondence

Secure Correspondence is for authenticated (logged in) users to submit claim appeals, questions, comments or request technical assistance related to EVS functions in a secure environment and receive answers through the website. For more information on submitting claim appeals using Secure Correspondence, refer to EVS User Manual Chapter 3.

1. From the My Home page, click **Secure Correspondence**.

2. From the Secure Correspondence Message Box screen, click **Create New Message**.

> ✍ *Technical Support will accept Provider Web Portal usage issues submitted through this page **except for those relating to prior authorization**. Users cannot submit questions regarding prior authorizations through the Secure Correspondence. They must submit their inquiries through the Contact Us link and locate the Prior Authorization contact information from the Provider Web Portal Contact Us page.*

> ✍ *For pharmacy prior authorization questions call 855-455-3311. For non-pharmacy prior authorization questions, call 800- 525-2395. For non-technical support related issues, please go to www.medicaid.nv.gov or call 1-877-638-3472.*

3. From the Create Message screen, enter in information. All fields with a red asterisk (*) are required.

4. Select the **Message Category** from drop down box.

5. Enter comments limited to 1,000 characters.

6. Click **Send**.

The Confirmation screen box displays stating the secure message was successfully sent.

7. Click OK.
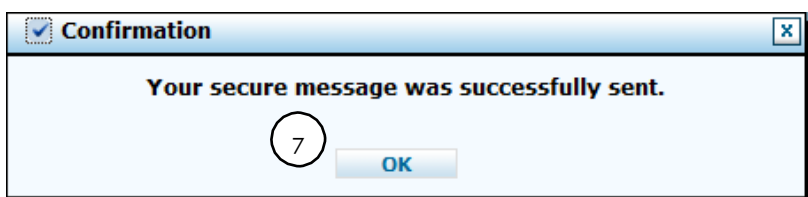
An email response will be sent to your email address that was entered during registration unless you requested to be contacted by another means, such as by phone or alternate email address.

1.14.1. Viewing status of secure messages sent

To view status of secure messages sent:

1. From the My Home page, click **Secure Correspondence**.

All messages that were sent from the logged in user displays. You can view the:
- Message status – open or closed
- Subject hyperlink
- Message category
- Date opened
- Date closed

2. From the Secure Correspondence Message Box screen, click a **Subject**.

By clicking on a **Subject** link, a message box displays allowing the user to view the original message sent.

| My Home | Eligibility | Claims | Care Management | Resources | Switch Provider |

My Home > Secure Correspondence   Tuesday 09/27/2011 12:06 PM PST

Secure Correspondence - Message Box   [?]

Access your messages by selecting the individual subject line. Whenever a new message is sent, a confirmation e-mail precedes the request. For additional queries please contact us.

Create New Message

Status	Subject	Message Category	Date Opened	Date Closed
Open	Unable to locate claim	Claim Search	09/15/2011	
Open	Eligibility Unknown	Eligibility	09/15/2011	
Open	Lost Payment	Payment History	09/15/2011	
Open	Unable to access	Payment History	09/15/2011	
Open	Delegate unable to gain access	User Login	09/15/2011	
Open	Entered wrong recipient info	Other	09/15/2011	