



**Nevada Medicaid and Nevada Check Up – Provider Web Portal (formerly EVS)
Frequently Asked Questions (FAQ)**

Question	Answer
General Questions	
What is the Provider Web Portal?	The Provider Web Portal (PWP) is a secure web portal that allows providers and their delegates the ability to perform various functions regarding Nevada Medicaid claims, such as: submit and view claims, view payment information, review recipient eligibility and treatment history, and submit and view prior authorizations without having to contact Nevada Medicaid.
How does a provider access their PWP account?	Providers must first be enrolled with Nevada Medicaid with a valid National Provider Identifier (NPI). Once a provider is an approved Nevada Medicaid provider, the PWP User Account can be created. Users can review Chapter 1: Getting Started of the PWP User Manual for a step-by-step process in completing a PWP account. The PWP User Manual is located at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx
What times is the PWP accessible?	The PWP is available 24 hours a day, 7 days per week except during scheduled site maintenance, which is Mondays from 8 p.m. to 12:00 a.m. and Monday through Friday from 12 midnight to 12:30 a.m. All times listed are Pacific Time (PT).
What are the system requirements to access the PWP?	Browsers: Microsoft Internet Explorer 9.0 and later or Mozilla Firefox or Google Chrome or Safari. Screen Resolution: 1024 x 768 pixels
What is the link to access the PWP?	https://www.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx
When my enrollment is approved by Nevada Medicaid, does that mean I have a PWP account?	No. Providers are required to create their own PWP account.
What if I am not sure if I already have an account?	If a user does not remember if they have already created an account, the user can select “Register Now” from the PWP home page and if the information that is input by the user matches Nevada Medicaid’s files, the user will be advised that an account has already been created.
What if I forget my User ID?	Users can select “Forgot User ID” from the PWP home page and complete the required form.
Do I need to call Nevada Medicaid to reset my password?	In most cases, the user can reset their own password by selecting the “Forgot Password” link located on the Site Token and Password screen.
The Administrator of the account is no longer with our organization. How does someone become the new Administrator?	The new Administrator should send an email to the EDI Support team at: nvmmis.edisupport@gainwelltechnologies.com requesting an Admin Reset and the email must contain the following information: <ul style="list-style-type: none"> • Tax ID • NPI • Name associated with the NPI • Previous Admin User Name (If available) • New Admin First and Last Name • New Admin contact phone number and email address • Reason for the request • Copy of W-9 (must match the NPI and provider name as indicated in the email)



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Does the PWP have a Quick Reference Guide (QRG) for more information?	Yes. The QRG is located on the PWP home page and provides tips for using the PWP. The PWP QRG can be accessed at: https://www.medicaid.nv.gov/downloads/provider/Web_Portal_QRG_20120110.pdf
Where can I download a copy of my provider contract?	Providers will receive an email from nv.providerapps@gainwelltechnologies.com that their contract is ready to be downloaded. Users will then access the Resources Tab, then select Report Download and then select Provider Enrollment Letters from their PWP account.
I am an inactive, out-of-state provider and need to access my PWP account, but I cannot register for PWP. How can I register and start submitting claims again?	Inactive out-of-state providers will need to re-enroll with Nevada Medicaid or contact the Contact Center (877-638-3472) for more information.
How long do I have access to PWP after my provider contract is terminated?	All providers will have limited access to PWP for a period of one (1) year from the provider contract end/termination date. The limited access includes only the following functions; all other access is ended upon contract end/termination date: <ul style="list-style-type: none"> • Claim Submission • Claim Search • Payment History Search • Treatment History Search • File Exchange/Upload Files • Search Providers • Search Fee Schedule • Downloads • Change Phone Number • Change Email • Change Site Key/Token/Password • Add/Remove a Delegate • Add/Remove a Trading Partner • Contact Us • Secure Correspondence
Delegate Related Questions	
Can other users in our office access PWP?	Yes. The provider/administrator who set up the account can grant access to what is called a Delegate, who can then access your account and perform duties on the administrator's/provider's behalf.
How can I grant access to a delegate?	For more information on how to grant or revoke access for a delegate, users can review Chapter 1: Getting Started of the PWP User Manual for a step-by-step process: https://www.medicaid.nv.gov/providers/evsusermanual.aspx
How much can a delegate view in the PWP?	When a delegate account is created, the administrator will be able to grant a certain access level to the delegate.
As a delegate, what do I do if I do not have access to all areas?	If you are registered as a delegate, you may not have access to each of the tabs you see in the User Manual. This is because delegates are given role-based functionality . Please work with the Provider or Administrator of the account if additional functions are required.
Recipient Eligibility Questions	
Where can I locate instructions on how to	Step-by-step instructions can be located on the PWP User Manual page located at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx . The user should review



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review recipient eligibility on the PWP?	Chapter 2: Eligibility Benefit Verification for more information regarding how to search, as well as view more information regarding each available benefit plan.
Do I need to call Nevada Medicaid to check a recipient’s eligibility or benefit plan?	No. Users can verify recipient eligibility and their benefit plans via the PWP by logging into their portal account and selecting “Eligibility” from the top tool bar. For more information, users should review Chapter 2: Eligibility Verification of the PWP User Manual at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx .
Claims Questions	
Where can I locate information about submitting Claims and viewing Claim submissions?	Users should review Chapter 3: Claims of the PWP User Manual, which provides a step-by-step guide on how to submit and view claim submissions and can be located at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx .
Are there any additional training materials that I can use for Claims?	Yes. The training materials can be located on the Provider Training webpage at: https://www.medicaid.nv.gov/providers/training/training.aspx . Training presentations are location under the “Workshop Materials” section.
Prior Authorization/Care Management Questions	
Where can I locate more information about Prior Authorizations?	Users should review Chapter 4: Prior Authorization of the PWP User Manual, which provides a step-by-step guide on how to submit and view prior authorization submissions. The PWP User Manual is located at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx .
Are there any additional training materials that I can use for Prior Authorizations?	Yes. The training materials can be located on the Provider Training webpage at: https://www.medicaid.nv.gov/providers/training/training.aspx . Training presentations are location under the “Workshop Materials” section.
Do I need to call Nevada Medicaid to obtain status of my Prior Authorization?	No. Users can view the status of their Prior Authorization by selecting Care Management from the top tool bar in their PWP account and then selecting View Authorization Status. View the Prospective Authorizations or search by using the Search Options tab.
How do I know if a code requires a Prior Authorization?	Users should utilize the Authorization Criteria located under the Care Management tab in their PWP or use the following link: https://www.medicaid.nv.gov/hcp/provider/CareManagement/AuthorizationCriteria/tabid/2143/Default.aspx
File Exchange Questions	
What forms am I able to upload to my PWP account via the File Exchange?	<ul style="list-style-type: none"> • FA-21 PASRR and LOC Data Correction Form • NMO-7073 Functional Assessment Service Plan (FASP) • FA-29B Prior Authorization Reconsideration Request Form Claim Attachment – If a user is uploading any claim attachment, the user must supply an Attachment Control Number (ACN) that consists of the Provider ID + Recipient ID + Date(s) of Service + Sequence Number (4 digits determined by the user)
Training Questions	
I missed the training that was conducted, where can I find information about the next available session?	Providers can review the Training webpage at: https://www.medicaid.nv.gov/providers/training/training.aspx and review the Training Announcements section as well as the Workshop Materials for the training slide decks. Providers can also view the Training Calendar at: https://www.medicaid.nv.gov/Calendar.aspx and select the appropriate training session to register for and attend.



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Where can I find information about any current System Issues?	Providers can review all current and old known system issues at: https://www.medicaid.nv.gov/Downloads/provider/Modernization%20System_Known%20Issues.pdf . This document will provide the issue as well as potential resolutions, which may reduce the need to contact the Contact Center.
Secure Correspondence Questions	
What is Secure Correspondence?	Secure Correspondence allows the provider to contact Nevada Medicaid electronically instead of via telephone.
Where can I obtain more information about the Secure Correspondence feature and instructions?	Providers should review Chapter 1: Getting Started of the PWP User Manual at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx
Member Focused Viewing Questions	
What is Member Focused Viewing?	Member Focused Viewing allows users to view a summary of details for a recipient without having to use multiple searches. For more information regarding Member Focused Viewing, users should review Chapter 2: Eligibility Benefit Verification of the PWP User Manual at: https://www.medicaid.nv.gov/providers/evsusermanual.aspx
Payment History and Remittance Advice Questions	
I am unable to download a copy of my Remittance Advice (RA) due to the size of the file? How can I obtain a copy?	Providers will need to contact the Contact Center (877-638-3472) and request a duplicate copy.
How far back can I view and pull a Remittance Advice?	Users are able to look back at Remittance Advices for 18 months. If a user is looking for a Remittance Advice that is older than 18 months, the user must contact Nevada Medicaid and request a duplicate.
Revalidation / Change Questions	
How do I know when I need to Revalidate my contract?	Providers are mailed correspondence that notifies them of their revalidation date. Providers can also review the Provider Revalidation Report on the Enrollment webpage at: https://www.medicaid.nv.gov/Downloads/provider/Provider_Revalidation_Report.pdf
How early can I Revalidate my contract?	Providers can revalidate their contract up to one year prior to their contract expiration date.
Where can I Revalidate my contract?	Revalidations must be completed in the PWP account by selecting Revalidate-Update Provider from the section titled "Provider Services" which is located on the left-hand side of the home page.
Do I need to complete each field when Revalidating my contract or updating information?	Yes. Providers are required to verify that all information is correct. Some information may populate in the fields.
Are there training materials so that I can properly complete my Revalidation or change?	Yes. Providers can review the training materials located on the Provider Enrollment webpage or the Provider Training webpage at: https://www.medicaid.nv.gov/providers/enroll.aspx or https://www.medicaid.nv.gov/providers/training/training.aspx .



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PASRR Questions	
What is my first step in accessing the PASRR portal?	All users must first create their PWP account prior to accessing the Pre-Admission Screening and Resident Review (PASRR) portal.
Are there training materials regarding the PASRR portal?	Yes. Users can locate training materials at: https://www.medicaid.nv.gov/providers/priorauth/trainingmaterials.aspx or https://www.medicaid.nv.gov/providers/training/training.aspx
Hospital Presumptive Eligibility Questions	
Where can I find information regarding Hospital Presumptive Eligibility?	For more information regarding Hospital Presumptive Eligibility, please visit: http://dhcfp.nv.gov/Providers/PI/PS_HPE/HPE/