

NV Medicaid Application

Provider Quick Reference Guide



January 2022

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Purpose

This guide is designed as a quick reference for Nevada Medicaid providers who wish to assist their patients in using the NVMedicaid Application. The guide will demonstrate how to locate, download and register the application, as well as how to access and share a patient's digital Medicaid ID card.

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What is the NVMedicaid Application?



What is the NVMedicaid Application?

The NVMedicaid Application is an innovative technology solution that allows Medicaid recipients the ability to quickly and securely access Medicaid Identification (ID) cards, benefit plan details, healthcare provider details, MyHealth (personal medical records), electronic notices, secure messages, push notifications, help assistance, and timely reminders for critical appointments on a personal computer or mobile device. Information is continuously available, even if there is no or limited internet.



Locating and Installing the Application

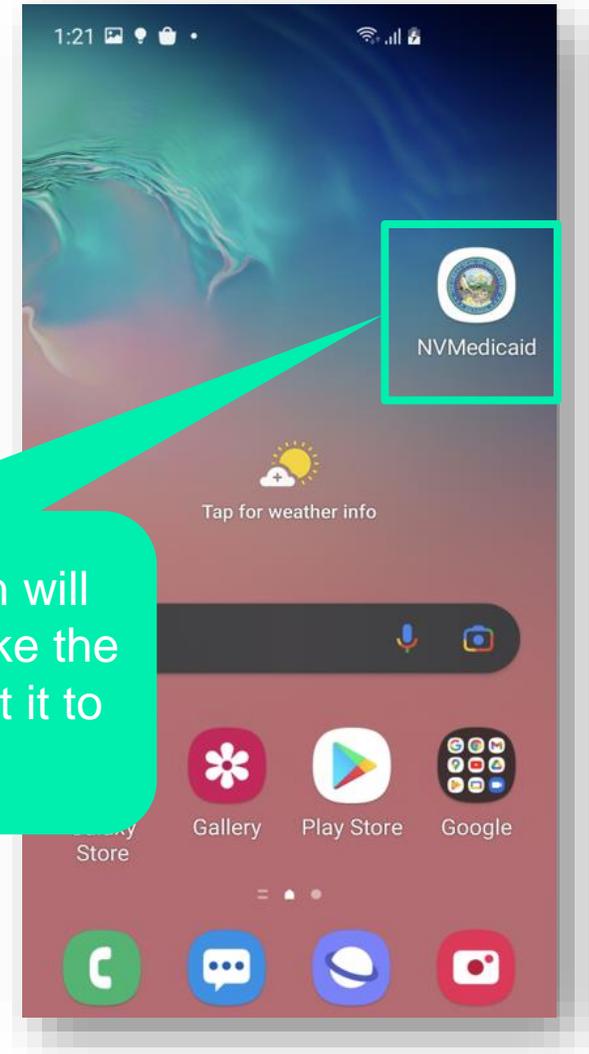


Locating and Installing the Application

The NVMedicaid App is available from the Google Play Store for Android devices and the Apple App Store for Apple devices.

1. Open the Google Play Store/Apple App Store
2. Enter “NVMedicaid App” into the search bar
3. Download and install app on the device
3. Open the mobile app

Once installed, an icon will appear on the device, like the one shown here. Select it to open the app.



Registering for the Application



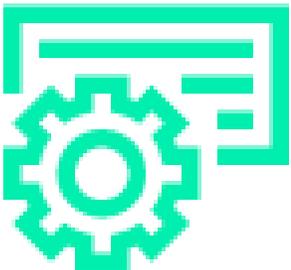
Registering for the Application

Language Selection

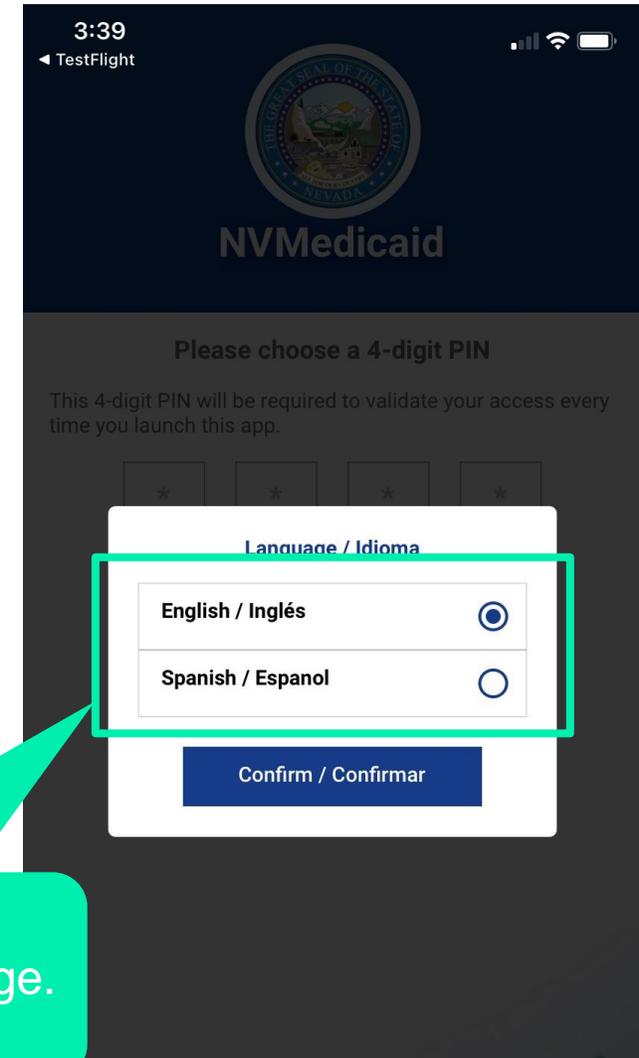
The first time that a user opens the application, a Splash screen will appear followed by a Language Selection screen.

1. Use the radio button to select the appropriate language from the Language Selection screen
2. Click the **Confirm/Confirmar** button to continue

Note: By registering for the NVMedicaid Application, patients will automatically be opted into electronic notifications via the app. They will also be opting out of receiving paper Medicaid cards and notifications in the future.



Choose the desired language.

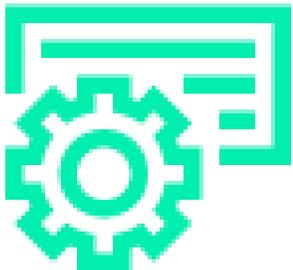


Registering for the Application

Personal ID number

The app then displays the PIN Selection Screen. The user will select a four-digit Personal Identification Number (PIN) for future use. The PIN Selection Screen is displayed below.

3. Create a 4-digit PIN in the first line
4. Confirm the PIN in the second line



IMPORTANT: The user will need to remember the PIN they created. The app will require this PIN each time they log in.

A screenshot of the NVMedicaid app's PIN selection screen. The screen has a blue header with the Nevada state seal and the text "NVMedicaid". Below the header, it says "Please choose a 4-digit PIN" and "This 4-digit PIN will be required to validate your access every time you launch this app." There are two rows of four input boxes each, each containing an asterisk. The first row is for creating the PIN, and the second row is for confirming it. A green box highlights both rows. At the bottom, there is a link "Having Trouble? FAQ >>". The phone's status bar at the top shows the time 1:12 and various icons. The Android navigation bar is at the bottom.

Registering for the Application

Registration

Before using the NVMedicaid App's features, the user must register. The app guides the user to the Registration screen.

5. Complete the registration information
6. Click the **Next** button to continue

An internet connection is required to complete the registration step. If an internet connection is not available, then the app displays a warning message.

Note: See the following page for field descriptions.

1:13


NVMedicaid

Please enter your information

First Name
John

Last Name
Allen

Date of Birth (MM/DD/YYYY)
02/01/1970

Member ID
.....

Next

Having Trouble? [FAQ >>](#)

Registering for the Application

Registration Fields

The user will need to:

7. Complete all identification fields
8. Click the **Next** button
9. Complete all other registration steps

First Name: The first name of the patient. Accepts a maximum of 40 characters.

Date of Birth (DOB): The patient's date of birth. Choose from the calendar icon or key in DOB. Date format allowed is MMDDYYYY (without slashes or spaces).

1:13

THE GREAT SEAL OF THE STATE OF NEVADA

NVMedicaid

Please enter your information

First Name
John

Last Name
Allen

Date of Birth (MM/DD/YYYY)
02/01/1970

Member ID
.....

Next

Having Trouble? [FAQ >>](#)

Last Name: The last name of the patient. Accepts a maximum of 40 characters.

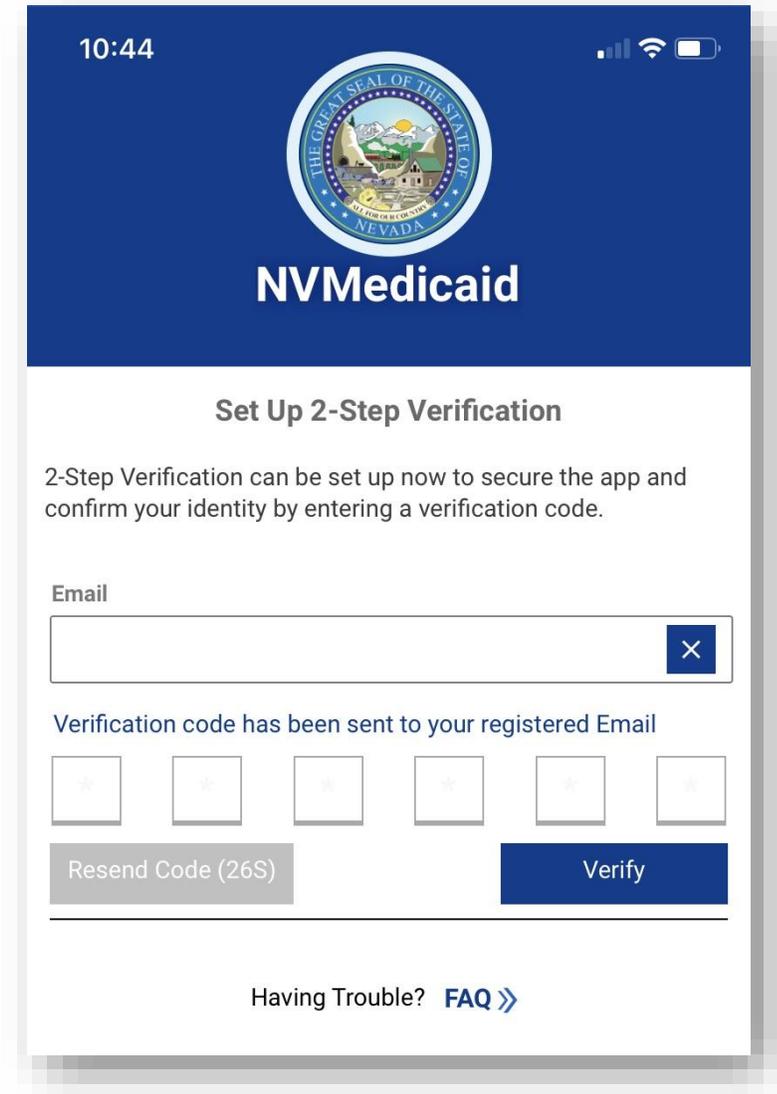
Member ID: The patient's 11-digit Nevada Medicaid ID.

Registering for the Application

Two-Step Verification

After completing the “Terms of Service,” the user will set up the two-step verification process to add another layer of security to protect their information.

10. Enter an appropriate, valid, email address (the code will be sent to this address)
11. Click on the blue magnifying glass  button to verify
12. Access the inbox for the email address and retrieve the code



10:44

THE GREAT SEAL OF THE STATE OF NEVADA

NVMedicaid

Set Up 2-Step Verification

2-Step Verification can be set up now to secure the app and confirm your identity by entering a verification code.

Email

Verification code has been sent to your registered Email

* * * * *

Resend Code (26S) Verify

Having Trouble? [FAQ >>](#)

Registering for the Application

Two-Step Verification

Once the user retrieves the 6-digit code, they will:

13. Enter the code into the provided fields
14. Click **Verify**
15. Click **Go to home** once they receive the message indicating the process is complete

Note: Once set up is completed, the user will need to complete the two-step verification each time they log in to the application or they may set up a biometric verification later.

The image displays two side-by-side screenshots of the NVMedicaid mobile application interface during the two-step verification setup process.

Left Screenshot (Setup Screen): The screen is titled "Set Up 2-Step Verification". It features the NVMedicaid logo at the top. Below the logo, there is a text box for "Email" containing "narayan.prashanth@dxc.com". A message states "Verification code has been sent to your registered Email". Below this, there are six input fields for a 6-digit code, with the digits 7, 6, 6, 7, 4, and 5 entered. At the bottom, there are two buttons: "Resend Code" and "Verify". A "Skip to home" link is located at the very bottom.

Right Screenshot (Confirmation Screen): The screen is also titled "Set Up 2-Step Verification". It features the NVMedicaid logo at the top. Below the logo, there is a confirmation message: "You have successfully setup 2 Step Verification. Please continue to home." Below this, there is a text box for "Email" containing "narayan.prashanth@dxc.com" with a checkmark icon. At the bottom, there is a "Go to home" button. A "Note" at the bottom states: "Click on the Skip button to bypass this step. An option to set up verification later is in the Profile Settings page."

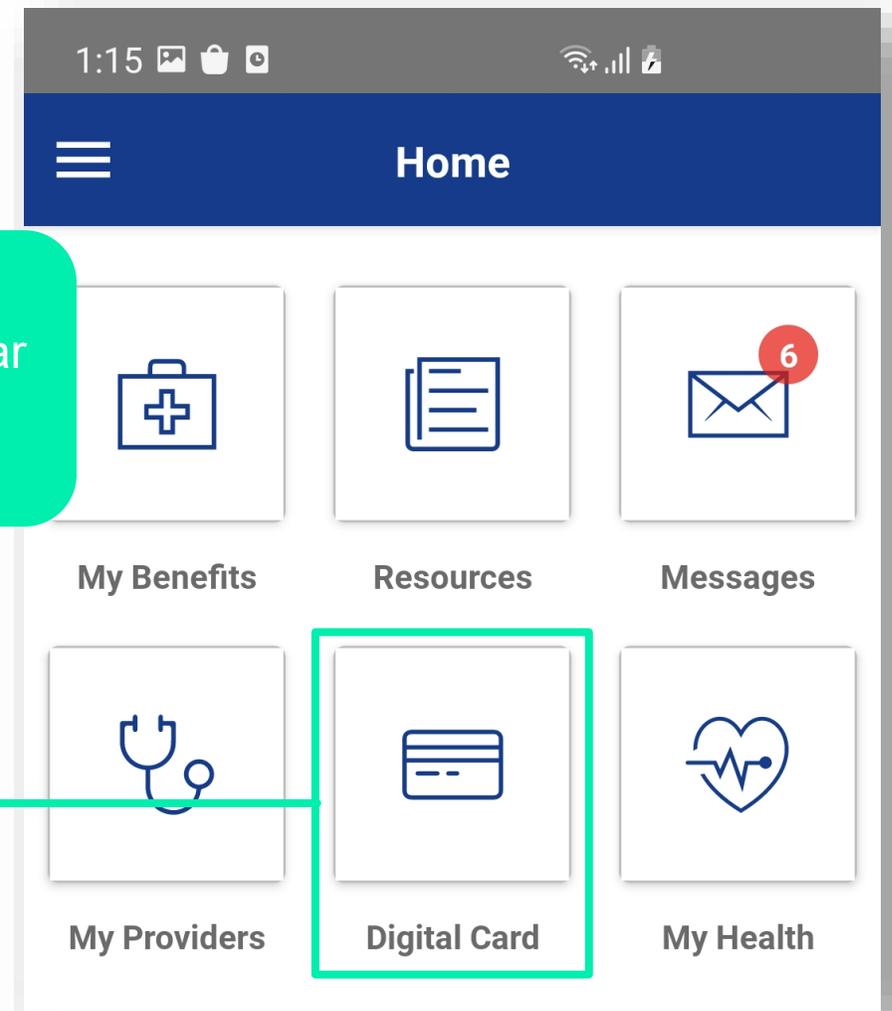
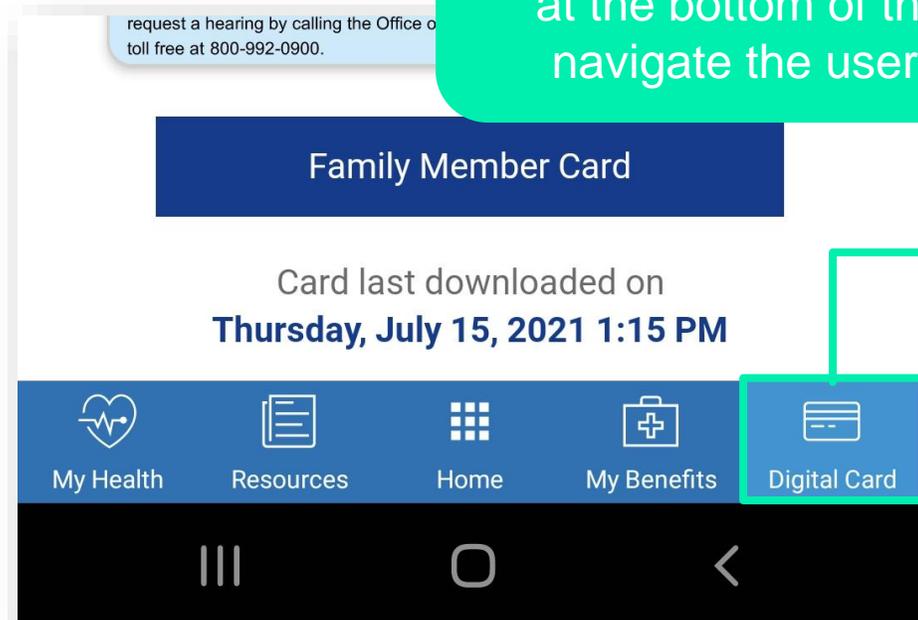
Accessing a Medicaid ID Card



Accessing a Medicaid ID Card

Once a user has logged in to the application, they may access their Medicaid ID card easily from the “Home” screen by clicking the **Digital Card** icon.

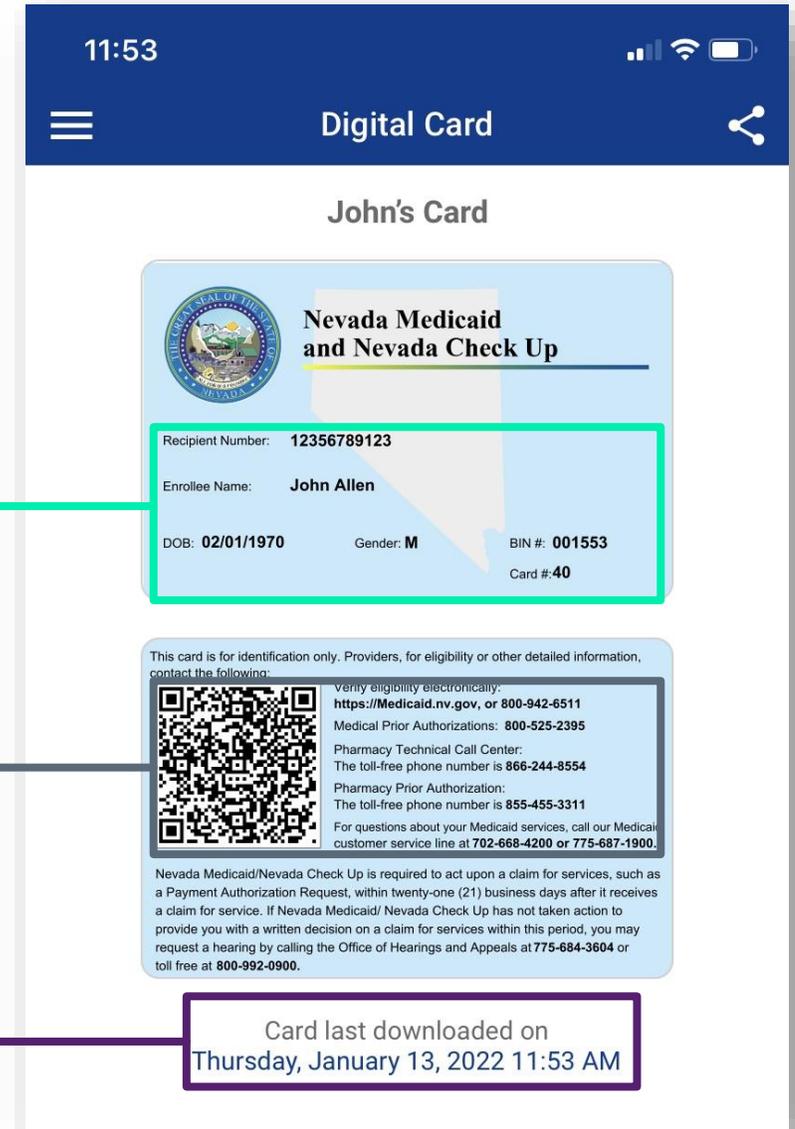
The **Digital Card** icon will appear on the “Home” screen and sometimes on the toolbar at the bottom of the application. Both will navigate the user to their benefits card.



Accessing a Medicaid ID Card

From the “Digital Card” screen, the user may review their card or a family member’s card. The card will show front and back and list the recipient’s name, ID, the date it was issued, QR code for scanning, and contact information for Nevada Medicaid.

Note: If the recipient’s card is not active, an error message will display indicating the deactivation date.



The recipient's information displays on the front of the card.

The back of the card displays a QR code and various contact details for Nevada Medicaid.

The last date that the user downloaded the card will display at the bottom of the screen.

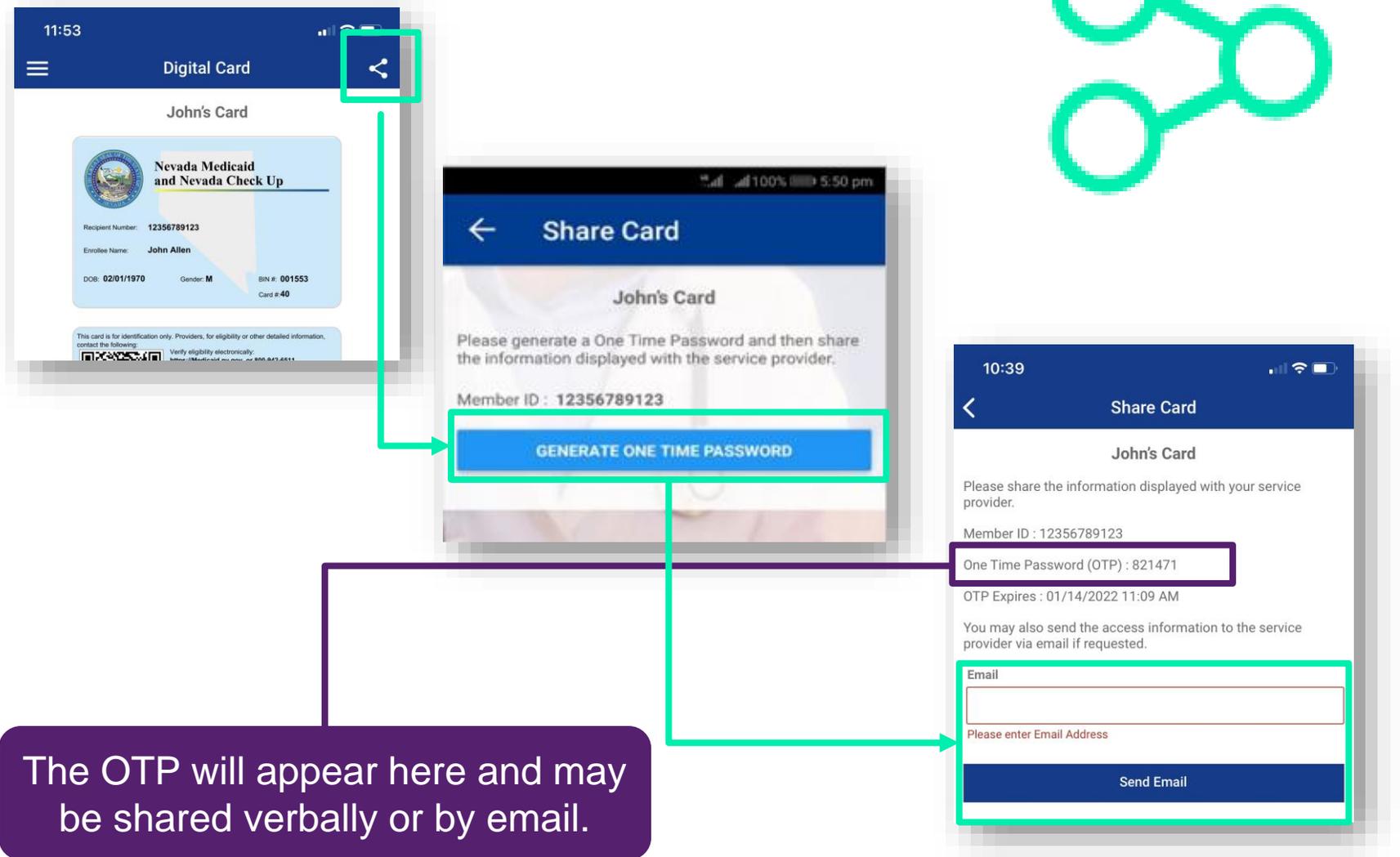
Sharing a Medicaid ID Card



Sharing a Medicaid ID Card

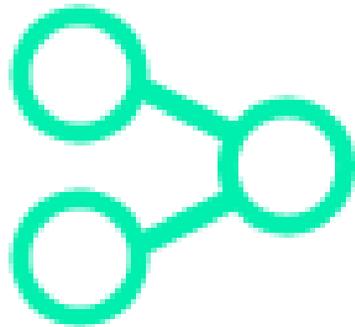
Recipients may share their IDs with their providers. To do so, they will need to generate a one-time password (OTP) and send it to the provider's email OR share it verbally.

1. Click the **Share** icon while viewing their card
2. Click the **Generate One Time Password** icon
3. Share the OTP by entering the provider's email address and clicking the **Send Email** button OR sharing verbally



Sharing a Medicaid ID Card

If shared by email, providers will receive an email with the OTP and may view information in the application by clicking the link in the email like the example shown here.



One Time Password (OTP) required to view the member's digital card is included here.

Please click the below address to view the member's digital card. When prompted, enter Member ID and One Time Password (OTP).

[Launch NVMedicaid App](#)

Member ID is obtained from the member.

One Time Password: **939916**

** The above OTP is valid for one time use only and expires in 30 minutes.*