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 periods, which are Monday through Friday from 12 midnight to 12:30 a.m. Pacific Time (PT) and Monday 8 p.m. to 12 midnight 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, Claims and Quick Links. Hover over each selection to see the list of options available under each item.
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.
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.

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<td>Authorization Criteria</td>
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<td>Trading Partner</td>
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Urgent Notifications

The Urgent Notifications section will list any urgent notifications.

Provider Links

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

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<thead>
<tr>
<th>Provider Links</th>
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<td>Provider Newsletters</td>
</tr>
<tr>
<td>Provider Training</td>
</tr>
</tbody>
</table>
Scheduled Site Maintenance

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

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:

<table>
<thead>
<tr>
<th>Providers</th>
<th>Delegates</th>
<th>Trading Partners</th>
<th>Managed Care Organization</th>
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</thead>
<tbody>
<tr>
<td>Physician</td>
<td>Office Administrator</td>
<td>Clearing House</td>
<td>Health Maintenance Organization</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>Office Manager</td>
<td>Vendor</td>
<td>(HMO)</td>
</tr>
<tr>
<td>Hospital</td>
<td>Registered Nurse</td>
<td>Billing Agent</td>
<td></td>
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<tr>
<td>Community Clinic</td>
<td>Medical Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Biller</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

2. Select the option that best describes your role, such as Provider or Delegate. For this example, click **Provider**.
3. Step one of the Registration page opens.

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 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.

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**.

   ![Site key image]

   **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.

   ![Passphrase image]

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

   ![Challenge questions image]

   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**.

   ![Submit button image]

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

- **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 - Revalidator/Update**

6. **Click Edit, Confirm or 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.

![Delegate Assignment]

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.

![Provider]

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

![Manage Accounts]

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.
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:

7. Check for **User ID** availability.
8. When confirmed available, click **Ok**.
9. 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.

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.

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

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 (*).
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:

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**.

### 1.6.8. 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 (*).

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:

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**.

![](image1.png)

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.

Error
Your answer was incorrect. Please try again.

Answer the challenge question to verify your identity.

<table>
<thead>
<tr>
<th>Challenge Question</th>
<th>What is your mother’s maiden name?</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Your Answer</td>
<td></td>
</tr>
<tr>
<td>Forgot answer to challenge question?</td>
<td></td>
</tr>
</tbody>
</table>

Select
○ This is a personal computer. Register it now.
○ This is a public computer. Do not register it.

Continue

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

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.

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 10 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 you don’t click Extend within 5 minutes of the Timeout Notification, your session will time out. The second message below will appear and indicate that the session has ended. 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.
After clicking on **Logout**, you will see a Logout Confirmation screen.

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

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:

<table>
<thead>
<tr>
<th>EVS Tab</th>
<th>What is This?</th>
<th>What Does it Do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility</td>
<td>Eligibility Benefit Verification</td>
<td>Verifies member eligibility for a specific date or time frame.</td>
</tr>
<tr>
<td>Claims</td>
<td>Claim Transactions</td>
<td>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.</td>
</tr>
<tr>
<td>Care Management</td>
<td>Prior Authorization</td>
<td>Allows you to check the status of prior or concurrent authorization requests the user has submitted.</td>
</tr>
</tbody>
</table>
### 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.

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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.**

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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

### Provider Services

- **Member Focused Viewing**
- **Search Payment History**
- **Revalidate-Update Provider**
- **PASRR**
- **EHR Incentive Program**
- **EPSDT**
- **Presumptive Eligibility**

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

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

Before 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.”
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**.

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](http://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.