

Chapter 12. Demographic Updates

The Nevada Medicaid and Nevada Check Up Provider Web Portal (formerly EVS) allows providers, or their authorized delegates, to update their provider demographic information without the need to submit a change/update application. Demographic updates submitted using the Provider Web Portal (PWP) will be automatically processed and will update the provider's information upon submission.

The following demographic information can be updated:

- Service, Mail To, Pay To and Remittance Advice addresses and their associated information, email address, telephone number and contact name.
- Days and hours of operation.
- Information regarding Managed Care and Fee-for-Service participation, accepting new patients and the ability to accommodate recipients with special needs.
- Group providers will also be able to update their facility rating, facility control and number of beds.
- Consent to electronic 1099 delivery.
- Withdraw consent to electronic 1099 delivery.

A confirmation message will display to the user when a demographic update request is submitted.

12.1 Demographic Updates

To begin a Demographic Update:

1. Log in to the PWP.

Login	Broadcast Messages
<p>*User ID</p> <input type="text"/>	<p>Important Update: Multi-Factor Authentication coming soon! To enhance the security of our systems and protect your information, Nevada Medicaid is excited to announce the upcoming implementation of Multi-Factor Authentication (MFA) for all users. What is MFA? Multi-Factor Authentication is an additional layer of security used to verify your identity when accessing our systems.</p> <p>What can you do in the Provider Portal</p> <p>Through this secure and easy to use internet portal, healthcare providers can inquire on the status of their claims and payments, inquire on a patient's eligibility, process prior authorization requests and access Remittance Advices. In addition, healthcare providers can use this site for further access to contact information for services provided under the Nevada Medicaid program.</p> 
<p>*Password</p> <input type="password"/>	
<p>Forgot Password?</p> <p>Log In</p> <p>Forgot User ID?</p> <p>Register Now</p>	
<p>Web Announcements</p> <p>Web Announcement 1124 Testing web announcements</p> <p>Web Announcement 1123 Online Provider Enrollment Summary Page Updated - Testing</p> <p>Web Announcement 1122 Providers Invited to Complete Health Information Exchange Small Business Impact Questionnaire by April 22, 2016-2017</p> <p>Web Announcement 1121 Attention Provider Type 12: Claims for CPT Codes with Age Restrictions Will Be Enforced</p>	

2. The PWP My Home page is displayed.

My Home | **Eligibility** | **Claims** | **Care Management** | **File Exchange** | **Resources**

Create Authorization | View Authorization Status | Maintain Favorite Providers | Authorization Criteria

My Home

Provider

Name: ABC MEDICAL
Provider ID: 1073518007 (NPI)
Location ID: 250000259
Revalidation Date: 05/17/2028
License: _

[My Profile](#)
[Manage Accounts](#)

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)
- [Revalidate-Update Provider](#)
- [Pharmacy PA](#)
- [PASRR](#)
- [Presumptive Eligibility](#)
- [Affiliated Providers](#)

Welcome Health Care Professional!!

We are committed to making it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and search for claims, payment information, and access Remittance Advices, our secure site provides access to eligibility, answers to frequently asked questions, and the ability to process authorizations.

[Contact Us](#)

[Secure Correspondence](#)

Use Secure Correspondence to communicate with Nevada Medicaid representatives regarding Nevada Medicaid questions and to submit claim appeals.

A Contact Tracking Number (CTN) will be generated once the request is submitted. You will receive an email to notify you when there is a response to your inquiry.

Prior Authorization Quick Reference Guide [\[Review\]](#)
Provider Web Portal Quick Reference Guide [\[Review\]](#)

3. Click on the “Revalidate-Update Provider” link under Provider Services.
4. The Provider Locations page will display with a list of locations linked to the National Provider Identifier (NPI). It will also display the revalidation due date, license effective dates, and contract information for each service location.

[My Home](#) > [Revalidate-Update Provider](#)

Provider Locations						
Duplicate providers may appear in the results since a unique row is created for each specialty.						
Provider Name	Provider Type	Address	Revalidation Date	License	Contract	Action
ABC MEDICAL	Hospital, Inpatient	1234 MAIN STREET, RENO, Nevada, 23223-2323	01/27/2024	213213 01/01/2020-01/31/2025	Inpatient Hospital Effective Date: 01/27/2021	Update Demographics OR Update Provider OR Revalidate Provider
ABC MEDICAL	Hospital, Outpatient	1234 MAIN STREET, RENO, Nevada, 89511-3019	05/17/2028	123456 01/01/2023-12/31/2026	Outpatient Hospital Effective Date: 01/01/2023	Update Demographics OR Update Provider

5. Click “Update Demographics” under Action.

[My Home](#) > Revalidate-Update Provider

Provider Locations ?						
Duplicate providers may appear in the results since a unique row is created for each specialty.						
Total Records: 2						
Provider Name	Provider Type	Address	Revalidation Date	License	Contract	Action
ABC MEDICAL	Hospital, Inpatient	1234 MAIN STREET, RENO, Nevada, 23223-2323	01/27/2024	213213 01/01/2020-01/31/2025	Inpatient Hospital Effective Date: 01/27/2023	Update Demographics OR Update Provider OR Revalidate Provider
ABC MEDICAL	Hospital, Outpatient	1234 MAIN STREET, RENO, Nevada, 89511-3019	05/17/2028	123456 01/01/2023-12/31/2026	Outpatient Hospital Effective Date: 01/01/2023	Update Demographics OR Update Provider

6. Update the information you need to change and select “Submit” to submit the update.

[My Home](#) > [Revalidate-Update Provider](#) > Demographics

Update Demographics ?


Provider Addresses

	Type	Street	City	State
<input type="checkbox"/>	Service	5400 LEGACY DR.	PLANO	TEXAS
<input type="checkbox"/>	Pay-To	5400 LEGACY DR.	PLANO	TEXAS
<input type="checkbox"/>	Mail-To	5400 LEGACY DR.	PLANO	TEXAS
<input type="checkbox"/>	Remittance Advice	5400 LEGACY DR.	PLANO	TEXAS

You have reached the maximum number of addresses allowed for this list.

Electronic 1099 Consent

The Internal Revenue Service (IRS) requires a Payer to receive affirmative consent from providers to deliver 1099 Forms electronically. If you would like to receive your 1099 electronically, download and save a copy of the electronic 1099 consent document for your records. Please note that the electronic 1099 consent checkbox below will remain disabled until the electronic 1099 document has been read.

[Electronic 1099 Consent](#)
[Download](#)


Consent to electronic 1099 delivery ☒
Checking the box indicates you consent to receiving an electronic 1099.

Days And Hours of Operation Information

*Days And Hours of Operation

Managed Care/Fee for Service Information

*Do you currently or will you provide service to recipients in the Fee For Service program, the Managed Care program or both?

Accepting New Patients

*Are you currently accepting new patients? ☐ Yes ☒ No

Accommodate Recipients with Special Needs

*Can you accommodate recipients with special needs? ☐ Yes ☒ No

Facility Rating

*Facility Rating

Facility Control

*Facility Control

Number of Beds

Swing Bed
Acute
ICF
SNF
ICF/MR
ISO

7. A pop-up confirmation message will display to the user when a demographic update request is submitted:

"Request was successfully submitted. Your Tracking ID is: XXXX."

Notes:

- Provider Address information can only be updated; it cannot be removed. Address information will need to be validated by clicking "verify address" prior to submitting the demographic update.
- The "Cancel" button can be used to clear out information and will cancel the update.
- If a Demographic Update is in process, Revalidation and/or Update changes cannot be performed.
- If the NPI or Provider Location already has an Update or Revalidation application in process, demographic changes are not allowed. A display message "ATN XXX in process. A demographic update cannot be started until the current update is finalized" will appear.