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, the ability to accommodate recipients with special needs, offering telehealth services, and website information.
- Languages spoken by provider's office/organization
- 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.



Broadcast Messages

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

What can you do in the Provider Portal 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.



2. The PWP My Home page is displayed.



- 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.

<u>My Home</u> > Revalidat	e-Update Provider							
Provider Location	5					Ē		
Duplicate providers may appear in the results since a unique row is created for each specialty.								
Total Records:								
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	<u>Update Demographics</u> OR <u>Update Provider</u>		

5. Click "Update Demographics" under Action.

<u>My Home</u> > Revalidate	e-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-	01/27/2024	213213 01/01/2020-01/31/2025	Inpatient Hospital Effective Date: 01/27/2021	Update Demographics	
		2323				<u>Update Provider</u> OR <u>Revalidate Provider</u>	
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.

Upd	ate Demographics									
Prov	ider Directory Information									
Infor	mation provided in this section will	be viewable in Nevada Medicaid a	ind Nevada	a Check	Up Search Provide	r results.				
		*Days And Hours of Operation	Monday	- Friday	/ 8am - 5pm					
*Do you currently or will you provide service to recipients in the Fee For Service program or			Fee For	Service	and Managed Ca	re 🗸				
		both?	0	~						
	*Do yo	u provide TeleHealth services?	⊖ Yes	No						
	*Are you curi	rently accepting new patients?	Yes	⊖ No						
	*Can you accommodate	recipients with special needs?	Yes	○ No						
	*Do you have a public w	vebsite address that you would	⊖ _{Yes}	No						
		like to provide?								
Provi	de a list of any languages that are	spoken by providers office/organia	zation							
		Language				Language	Interpreter	TTY	Action	
	Fa-Rab					Spoken	Services	Services	Damana	
+	English					NO	NO	NO	Remove	
±	Spanish					res	res	NO	Kemove	
+	Click to add languages									
rov	ider Addresses									
	Туре	Street				City State				
(+	Service				LAS VEGAS			NEVADA		
F	Mail-To				LAS VEGAS			NEVADA		
E I	Pay-To							NEVADA		
14	Pay-10 6480 W RUSSELL RD									
'ou l	ave reached the maximum numbe	r of addresses allowed for this list.		LAS VEGAS NEVADA						
lec	ronic 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 Telectronic Telectronic 1099 Consent to receive your Consent to receive affirmative consent 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 Telectronic Telectronic 1099 Consent to receiving an electronic 1099.										
Faci	ity Rating									
		Facility Rating				~				
aci	ity Control									
		Facility Control				~				
Num	ber of Beds									
Swing Bed Acute ICF SNF ICF/MR ISO										
	Submit Cancel									

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.