Chapter 9. Treatment History

The Nevada Medicaid and Nevada Check Up Provider Web Portal allows DME, Vision, Audiology and Dental providers, or their delegates, the ability to search recipient treatment history online through the secured areas of the Provider Web Portal. The online Treatment History search can be used instead of the paper Durable Medical Equipment (DME) and Vision History Request (FA-2) and Dental History Request (FA-26A) forms.

9.1 Gaining access to Treatment History

To access the Treatment History page:

1. Log into the Provider Web Portal.

2. On the “My Home” page, under “Claims” click the “Treatment History” link:
3. The Treatment History page will display.
   Use the “Medical” tab for DME, Vision and Audiology searches.

   - Enter the Recipient’s Medicaid ID.
   - Check the “I accept” checkbox.
   - Enter the Procedure Code. (If the entered procedure has a lifetime limit, the date period will automatically update to “Lifetime” and the “Service From Date” and “To Date” fields will be greyed out and disabled.)

   ![Search Treatment History]

   - Service Date: Enter the “Service From Date” and “To Date” or check “Lifetime” to view treatment history for the procedure identified over the lifetime of the recipient.
   - Click “Search” to initiate the search.
   - Click “Reset” to clear all fields.

   **Note:** The code history search is done by code requested. For example if you do a search using procedure code K0815, the search results will only return a history of paid claims for K0815 for the recipient.

   Use the “Dental” tab for Dental searches.

   - Enter the Recipient’s Medicaid ID.
   - Check the “I accept” checkbox.
   - Enter the Procedure Code. (If the entered procedure has a lifetime limit, the “Date of Service” drop-down will automatically update to “Lifetime.”)

   ![Search Treatment History]
- Date of Service: Select the date range from the drop-down list or select “Lifetime” to view treatment history for the procedure identified over the lifetime of the recipient.

![Date of Service dropdown]

- Tooth Number (Optional): Select the tooth number from the drop-down list if applicable. Tooth Number defaults to Any Tooth.
- Tooth Surface (Optional): Select the Tooth Surface from the drop-down list if applicable. Tooth Surface defaults to Any Surface.
- Click “Search” to initiate the search.
- Click “Reset” to clear all fields.

**Note:** The code history search is done by code requested. For example, if you do a search using procedure code D0330, the search results will only return a history of paid claims for D0330 for the recipient.
**Predictive Search:** For both Medical and Dental searches, the procedure code modifier and provider specialty allows for wildcard searching. This can be done by entering two asterisks and the first 10 codes will be displayed in the list for selection or enter the first two numbers of the code. For example, enter ** or T4 in the “Procedure Code” field and a list of matching codes will display.
9.2 Possible Error Messages

Only service codes with limitations will return results. If the procedure code does not have limitations, the following error message will display: “The requested procedure code does not have frequency limitations. Search results are only available for procedure codes with limitations.”

If you are not a DME, Vision, Audiology or Dental provider type, you cannot use the Treatment History search feature. The following error messages will display if a non DME, Vision, Audiology or Dental provider type tries to search using Treatment History.

On the “Medical” tab:

“You must be a DME, vision or audiology provider in order to use this function.”

On the “Dental” tab:

“You must be a dental provider in order to use this function.”

If you are a DME, Vision, Audiology or Dental provider type, use Treatment History to search for codes that your provider type is allowed to bill for. If you do a search for a procedure code that you are not allowed to bill for, the following error message will display: “The NPI associated with your user ID is not allowed to bill for the procedure code.”