

New Provider Orientation



Nevada Medicaid Provider Training

2018



Objectives



Objectives

- Introduction to Nevada Medicaid
- Navigating the Website
- Getting Started on the Electronic Verification System (EVS)
- Navigating EVS
- Benefits of Electronic Data Interchange (EDI) - Electronic Billing
- Getting started on EDI - Training Opportunities
- Contact Us



Introduction to Nevada Medicaid



Objectives

- Department of Health and Human Services
- Division of Health Care Financing and Policy
- Division of Welfare and Supportive Services
- Nevada Medicaid and Nevada Check Up
- DXC Technology – Nevada Medicaid Fiscal Agent
- Nevada Medicaid Managed Care Organizations

Department of Health and Human Services

Department of Health and Human Services

dhhs.nv.gov

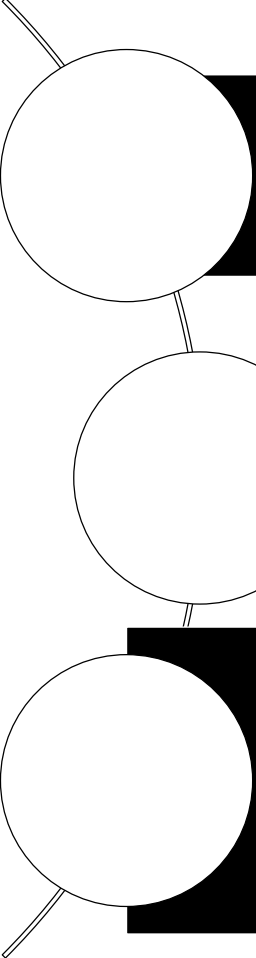


Mission Statement

The Nevada Department of Health and Human Services (DHHS) promotes the health and well-being of Nevadans through the delivery or facilitation of essential services to ensure families are strengthened, public health is protected, and individuals achieve their highest level of self-sufficiency.

Helping People - It's Who We Are and What We Do

Department of Health and Human Services, continued



Promotes health care coverage for all Nevada residents

Is the largest Department in the State Government and manages nearly 1/3 of the State's Budget

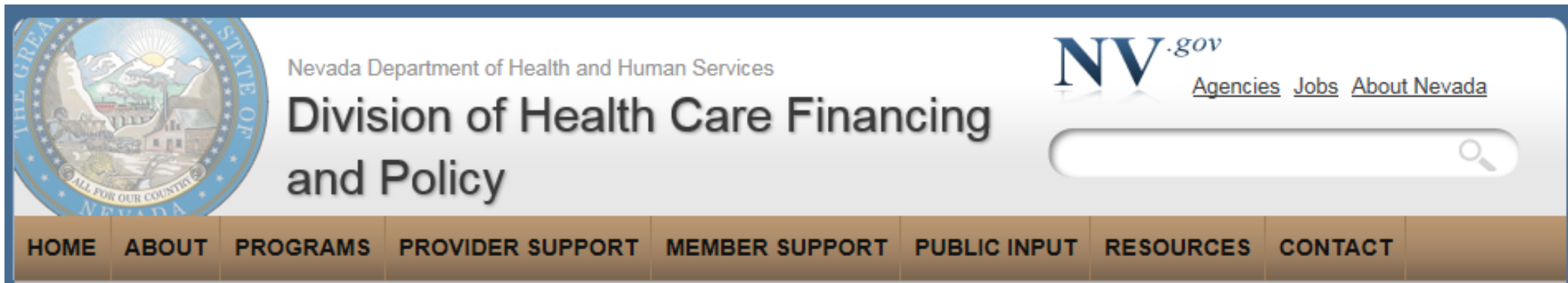
Contains 5 separate divisions

- Aging and Disability (ADSD)
- Child and Family Services (DCFS)
- Health Care Financing and Policy (DHCFP)
- Public and Behavioral Health (DPBH)
- Welfare and Supportive Services (DWWS)

Division of Health Care Financing and Policy (DHCFP)

Division of Health Care Financing and Policy

dhcfp.nv.gov



The screenshot shows the top navigation bar of the website. On the left is the Nevada state seal. To its right, the text reads "Nevada Department of Health and Human Services" and "Division of Health Care Financing and Policy". On the right side, there is the "NV.gov" logo, links for "Agencies", "Jobs", and "About Nevada", and a search bar. Below these elements is a horizontal menu with the following items: HOME, ABOUT, PROGRAMS, PROVIDER SUPPORT, MEMBER SUPPORT, PUBLIC INPUT, RESOURCES, and CONTACT.

DHCFP Mission

The mission of the Nevada Division of Health Care Financing and Policy (Nevada Medicaid and Nevada Check Up) is to: purchase and provide quality health care services to low-income Nevadans in the most efficient manner; promote equal access to health care at an affordable cost to the taxpayers of Nevada; restrain the growth of health care costs; and review Medicaid and other State health care programs to maximize potential federal revenue.

Division of Welfare and Supportive Services

Division of Welfare and Supportive Services

dwss.nv.gov



The screenshot shows the top navigation bar of the website. On the left is the official seal of the State of Nevada, featuring a mountain, a river, and a sun, with the text 'GREAT STATE OF NEVADA' and 'ALL FOR OUR COUNTRY'. To the right of the seal, the text reads 'Department of Health and Human Services' and 'Division of Welfare and Supportive Services'. Further right, there is a 'NV.gov' logo and three links: 'Agencies', 'Jobs', and 'About Nevada'. Below these links is a search bar with the text 'Google Custom Search' and a magnifying glass icon. At the bottom right of the header, it says 'ADA Americans with Disabilities Act'.

MISSION STATEMENT



The mission of the Division of Welfare and Supportive Services is to provide quality, timely and temporary services enabling Nevada families, the disabled and elderly to achieve their highest levels of self-sufficiency.

Nevada Medicaid and Nevada Check Up

Division of Health Care Financing and Policy, continued

Medicaid

Medicaid provides health care coverage for many people including low income families with children whose family income is at or below 133% percent of poverty, Supplemental Security Income (SSI) recipients, certain Medicare beneficiaries, and recipients of adoption assistance, foster care and some children aging out of foster care. The DHCFP also operates five Home or Community-Based Services waivers offered to certain persons throughout the state. The Division of Welfare and Supportive Services (DWSS) determines eligibility for the Medicaid program. Information regarding eligibility is available through the link below or by calling toll free at 1-800-992-0900.



Division of Health Care Financing and Policy, continued

Nevada Check Up Program

Nevada Check Up

Nevada Check Up provides health care benefits to uninsured children from low-income families who are not eligible for Medicaid but whose family income is at or below 200% of the Federal Poverty Level. Information regarding the Nevada Check Up program is available through the link below or by calling toll free at 1-877-543-7669.

DXC Technology

DXC Technology

Fiscal Agent for Nevada Medicaid, and also referred to as Nevada Medicaid:

Follows Nevada Medicaid policy

Performs provider enrollment and revalidation

Performs Fee-for-Service responsibilities:

- Claim adjudication
- Customer service center
- Authorizations
- Pre Admission Screening and Resident Review (PASRR)
- Provider training
- Provider web portal

Nevada Medicaid Provider Web Portal

www.medicaid.nv.gov



**Nevada Department of
Health and Human Services**

Division of Health Care Financing and Policy Provider Portal

[Contact Us](#)

[DHCFP Home](#)

Search



[Home](#) [Providers](#) [EVS](#) [Pharmacy](#) [Prior Authorization](#) [Quick Links](#) [Calendar](#)

Nevada Medicaid Managed Care Organizations (MCO)



Nevada Medicaid Managed Care Organizations

The DHCFP oversees the administration of all Nevada Medicaid Managed Care Organizations:

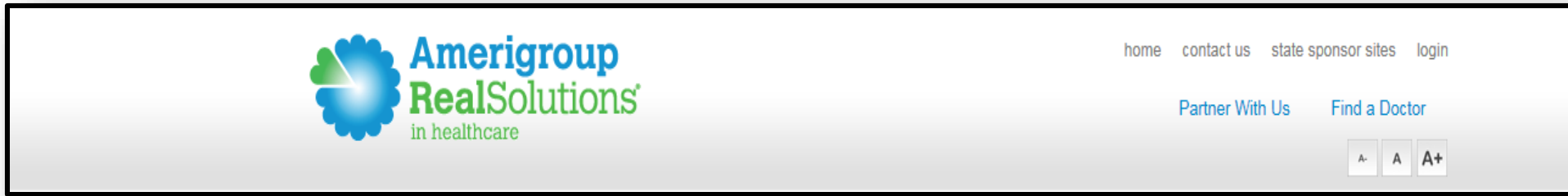
- Amerigroup
- Health Plan of Nevada
- SilverSummit Healthplan

Dental Benefits Administrator:

- LIBERTY Dental Plan of Nevada (LIBERTY)

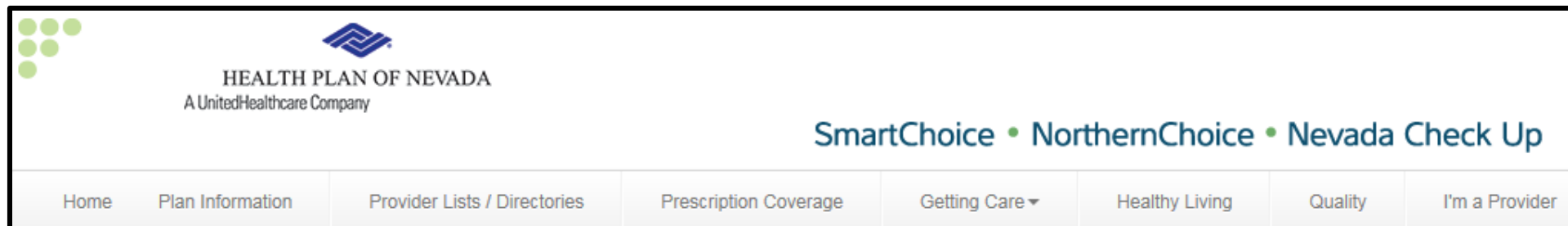
Amerigroup

providers.amerigroup.com



Health Plan of Nevada

<https://myhpnmedicaid.com/Provider>



SilverSummit Healthplan

<https://www.silversummithealthplan.com/providers.html>

The screenshot shows the top portion of the SilverSummit Healthplan website. On the left is the logo, which consists of a stylized star with purple and orange points above the text "silversummit healthplan". To the right of the logo is a navigation bar containing the phone number "1-844-366-2880" and links for "Home", "Find a Provider", "Login", and "Contact Us". A search bar with a magnifying glass icon and the word "search" is positioned to the right of these links. Below the navigation bar is a horizontal menu with three magenta buttons labeled "FOR MEMBERS", "FOR PROVIDERS", and "GET INSURED". The "FOR PROVIDERS" button is highlighted with a white underline. Below this menu, the text "FOR PROVIDERS" is displayed in magenta on the left, and "For Providers" is displayed in magenta in the center.

1-844-366-2880 Home Find a Provider Login Contact Us

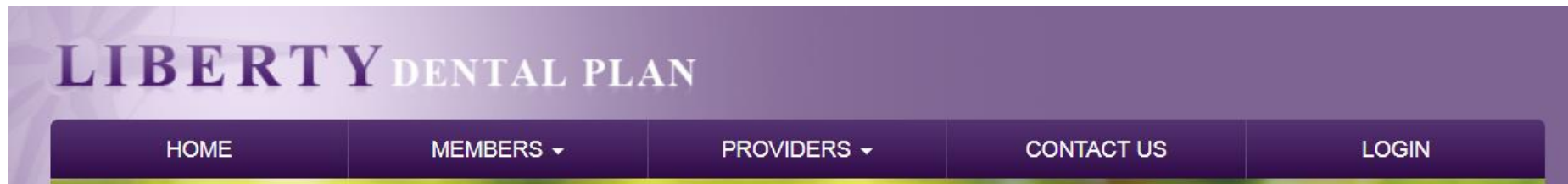
Contrast On Off a a a language ▾

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

FOR PROVIDERS For Providers

LIBERTY Dental Plan of Nevada (LIBERTY)

<https://www.libertydentalplan.com/NVMEDICAID>





Navigating the Website

www.medicaid.nv.gov



Navigating the Website

- Web Announcements
- DHCFP Website
- Featured Links
- Provider Enrollment
- Billing
- Provider Training
- CMS-1500, ADA, UB-04

Getting Started on the Electronic Verification System (EVS)

www.medicaid.nv.gov



Nevada Department of Health and Human Services

Division of Health Care Financing and Policy Provider Portal

Home Providers EVS Pharmacy Prior Authorization Quick Links Calendar

Announcements

[Web Announcements](#)

Online Provider Enrollment

User Manual

Provider Login (EVS)

Events Page

Welcome

Navigating EVS

EVS User Manual

The Nevada Medicaid HIPAA-compliant Electronic Verification System (EVS) provides Internet access to:

- Recipient eligibility
- The status of submitted claims
- Prior authorization requests and inquiries, including pharmacy prior authorizations
- Provider payment amounts and remittance advice (RA) access

Title
Chapter 1: Getting Started
Chapter 2: Eligibility Benefit Verification
Chapter 3: Claim Status Verification
Chapter 4: Prior Authorization
Chapter 5: Searching Payment History and RA Access
Chapter 6: Search Fee Schedule
Chapter 7: Search Provider
Chapter 8: Upload Files
Chapter 9: Treatment History

Navigating EVS

Nevada Department of Health and Human Services
Division of Health Care Financing and Policy Provider Portal

[Contact Us](#) | [Login](#)

Home

Home Thursday 12/07/2017 09:23 AM PST

Login ?

*User ID

[Log In](#)

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

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.



[Website Requirements](#)

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

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

Web Announcement 1477
Online Provider Enrollment Portal Attachments Page Corrected to Accept Attachments Up to 15 MB

Web Announcement 1476
Medicaid Services Manual Chapter 400 Updated

Web Announcement 1475
Update Regarding Reprocessing of Claims with ICD-10 Glaucoma Codes

Web Announcement 1474
Date Scheduled for Nevada Medicaid Applied Behavior Analysis Provider Training

Web Announcement 1473
Medicaid Services Manual Chapter 3100 Updated

[View More Web Announcements](#)

Featured Links

- [Authorization Criteria](#)
- [DHCFP Home](#)
- [EDI Enrollment Forms and Information](#)
- [EVS User Manual](#)
- [Search Fee Schedule](#)
- [Search Providers](#)

Step 1: Input User ID

Step 2: Select “Log In”

If there is not an account created, select “Register Now” to begin creating a Provider Web Portal account. See Chapter 1: Getting Started of the EVS User Manual for reference



Overview and Benefits of EDI Claim Submission



What is EDI?

- Electronic Data Interchange
- Allows a user to submit claims to Nevada Medicaid electronically



Benefits of EDI Claim Submission



Cost Reduction

EDI claim submission eliminates the expenses associated with paper claim submission:

- Paper Claim Forms
- Ink
- Envelopes
- Postage



Increased Productivity

EDI claim submission increases productivity by:

- Eliminating mailing time
- Providing verification of claim receipt within 48 hours of submission
- Eliminating certain data entry and document handling tasks
- Reducing claim errors by validating fields before the claim is submitted

Options for EDI Claim Submission



Options for EDI Claim Submission

EDI claims can be submitted through:

- A clearinghouse/trading partner
- Direct submission
- Allscripts-Payerpath*

*Allscripts-Payerpath is a free service offered to Nevada Medicaid providers

Enrollment for EDI Claim Submission

Allscripts-Payerpath Enrollment



**Nevada Department of
Health and Human Services**

Division of Health Care Financing and Policy Provider Portal

Home Providers EVS Pharmacy Prior Authorization Quick Links Calendar

- Announcements/Newsletters
- Billing Information
- Electronic Claims/EDI**
- E-Prescribing
- Forms
- NDC
- Provider Enrollment
- Provider Training

Electronic Claims / EDI

Electronic billing (also called Electronic Data Interchange or "EDI") speeds payment and eliminates costs associated with paper claims. You can submit electronic claims through a clearinghouse or through your existing, HIPAA-compliant business management software.

If you have any questions, please contact our EDI Coordinator at:

Telephone: (877) 638-3472

Fax: (775) 335-8502

EDI Enrollment Forms

EDI enrollment forms are for completion and submission by active or enrolling Nevada Medicaid and Nevada Check Up providers only.

Form Number	Title
FA-35	Electronic Transaction Agreement for Service Centers
FA-36	Service Center Operational Information
FA-37	Service Center Authorization
FA-39	Payerpath Enrollment

Clearinghouse/Trading Partners and Direct Submission

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Payerpath

Enrolled providers may submit electronic Nevada Medicaid and Nevada Check Up claims free of charge through [Allscripts-Payerpath](#).

Service Center Directory

The Service Center Directory is a list of commercial clearinghouses currently registered with Nevada Medicaid. The list contains links to each clearinghouse's web site.
[Service Center Directory](#)

Clearinghouse/Trading Partners and Direct Submission



Nevada Department of Health and Human Services

Division of Health Care Financing and Policy Provider Portal

Search

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Announcements/Newsletters

Billing Information

Electronic Claims/EDI

E-Prescribing

Forms

NDC

Provider Enrollment

Provider Training

[Web Announcement 1474](#)

Date Scheduled for Nevada Medicaid Applied Behavior Analysis Provider Training

[Web Announcement 1473](#)

Medicaid Services Manual Chapter 3100 Updated

[View All Web Announcements](#)

Featured Links

[Authorization Criteria](#)

[DHCFP Home](#)

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[Service Center Directory](#)

Provider Billing Manual: EDI Chapter

The EDI chapter in the Provider Billing Manual provides answers to commonly asked EDI questions.
[Read the chapter...](#)

Service Center User Manual

The Service Center User Manual contains technical instructions for submitting and retrieving electronic transactions. This includes SFTP guidelines, transaction testing and handling login problems. EDI registration instructions are also included.
[Service Center User Manual](#)

EDI Companion Guides

Title	Date
Transaction 270/271 - Health Care Eligibility Inquiry and Response	February 2015
Transaction 271U - Unsolicited Transaction - HIPAA Version 5010	February 2013
Transaction 277U - Unsolicited 277 Claims Status Response - HIPAA Version 5010	October 2012
Transaction 820 - Health Care Premium Payment - HIPAA Version 5010	October 2012
Transaction 834 - Benefit Enrollment and Maintenance - HIPAA Version 5010	October 2012
Transaction 835 - Health Care Payment/Advice	February 2015
Transaction 837D - Dental Health Care Claim - HIPAA Version 5010	October 2015
Transaction 837I - Institutional Health Care Claim - HIPAA Version 5010	October 2015
Transaction 837P - Professional Health Care Claim - HIPAA Version 5010	October 2015

The Companion Guides contain our HIPAA-compliant technical specifications for each transaction.



Completed EDI Enrollment Forms

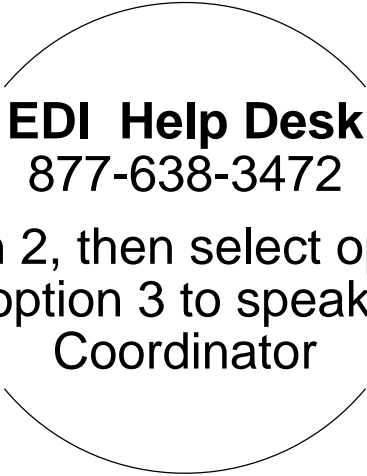
Completed EDI enrollment forms can be submitted by:

- Uploading via the Provider Web Portal
- Mailing to the address listed on the forms
- Emailing to: NVMMISEDIsupport@dxc.com
- Faxing to: 775-335-8593

Contact Nevada Medicaid – Customer Service



Customer Service Center
Telephone: 877-638-3472



EDI Help Desk
877-638-3472

EDI, option 2, then select option 0 and
then select option 3 to speak with an EDI
Coordinator




Contact Nevada Medicaid – Prior Authorization


Prior Authorization



Customer Service Telephone:
877-638-3472



Prior Authorization Telephone:
800-525-2395



Contact Nevada Medicaid - Provider Training & Field Service Representatives

Contact the Provider
Training Unit
Team Territories

Upcoming Training
Events 2018 Provider
Training Registration
Website

Provider Services Email Us
NevadaProviderTraining
@dxc.com



Onsite
training



Virtual
instructor-led



Self-paced
Web-based course



Thank You