New Provider Orientation
Objectives
Objectives

- Introduction to Nevada Medicaid
- Navigating the Nevada Medicaid Website
- Getting Started on the Electronic Verification System (EVS)
- Electronic Billing Resources
- Navigating EVS
- 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
- Gainwell Technologies – Nevada Medicaid Fiscal Agent
- Nevada Medicaid Managed Care Organizations
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)
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

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
Nevada Medicaid Program

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.
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.
Gainwell Technologies

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
  ➢ Claim appeals
  ➢ Customer service center
  ➢ Authorizations
  ➢ Pre Admission Screening and Resident Review (PASRR)
  ➢ Provider training
  ➢ Provider Web Portal
Nevada Medicaid Managed Care Organizations (MCOs)
Nevada Medicaid Managed Care Organizations

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

- Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem)
- Health Plan of Nevada
- SilverSummit Healthplan

Dental Benefits Administrator:
- LIBERTY Dental Plan of Nevada (LIBERTY)
Anthem Blue Cross and Blue Shield Healthcare Solutions
https://mediproviders.anthem.com/nv
Health Plan of Nevada
https://myhpnmedicaid.com/Provider
SilverSummit Healthplan
https://www.silversummithealthplan.com/providers.html

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
- Contact Information
- Electronic Verification System (EVS)
- Electronic Claims/EDI
- Forms
- National Drug Code (NDC)
Getting Started on the Electronic Verification System (EVS)
Navigating EVS

EVS User Manual for MMIS Modernization

The following EVS User Manual Chapters have been updated for the MMIS Modernization. The instructions are effective with claims submitted beginning February 1, 2019.

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Registering for the EVS Secure Provider Web Portal (PWP)
Registering for the PWP

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

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 Advises. In addition, healthcare providers can use this site for further access to contact information for services provided under the Nevada Medicaid program.
To register for a PWP account, the user must first be enrolled as a provider of services in the Nevada State Medicaid program and possess an active, enrolled National Provider Identifier (NPI).

To begin the registration process, the user will:

1. Click the Register Now link
Registering for the PWP, continued

From the “Registration Selector” page, the user will:

2. Click on the appropriate **Role** you wish to register.
Registering for the PWP, continued

From the “Registration” page, the user will:

3. Enter all identifying personal information
4. Click the Continue button
Continuing on the “Registration” page, the user will:

5. Create a unique **User ID** and **Password**
6. Enter contact information
NOTE: Your passphrase must be up to 20 characters and cannot contain invalid characters. Acceptable characters include [a-z], [A-Z], [0-9] and characters [ '?!,()-+].
Continuing on the “Registration” page, to complete their registration, the user will need to agree to the terms of registration.

The user will:

10. Read the “Access Policy”
11. Read and check the acknowledgment box
12. Click the Submit button
To confirm the registration, the user will:

13. Click the **OK** button
14. Check email for the registration confirmation

NOTE: Once the user receives their email confirmation, they may log in to the PWP.
Navigating the PWP
Navigating the PWP

Once registered, users may access their accounts from the PWP “Home” page by:

1. Entering the User ID
2. Clicking the Log In button
Navigating the PWP, continued

Once the user has clicked the Log In button, they will need to provide identity verification as follows:

3. Type in their answer to the Challenge Question to verify identity
4. Choose whether log in is on a personal computer or public computer
5. Click the Continue button
Navigating the PWP, continued

The user will continue providing identity verification as follows:

6. Confirming that the Site Key and Passphrase are correct
7. Entering Password
8. Clicking the Sign In button

NOTE: If this information is incorrect, users should not enter their password. Instead, they should contact the help desk by clicking the Customer help desk link.
Once the user has provided identity verification and entered their password, the “My Home” page will display.

From there, the user will need to:

9. Verify all provider information located on the left margin of the screen

NOTE: If this provider information is incorrect, users should contact the Help Desk by clicking the Contact Us link in the right side of this page.
Navigating the PWP, continued

Once the provider information has been verified, the user may explore the features of the PWP, including:

A. Additional tabs for users to research eligibility, submit claims and PAs, access additional resources, and more
B. Important broadcast messages
C. Links to contact customer support services
D. Links to manage user account settings, such as passwords and delegate access
E. Links to additional information regarding Medicaid programs and services
F. Links to additional PWP resources
Navigating the PWP, continued

The tabs at the top of the page provide users quick access to helpful pages and information:

A. **My Home**: Confirm and update provider information and check messages
B. **Eligibility**: Search for recipient eligibility information
C. **Claims**: Submit claims, search claims, view claims and search payment history
D. **Care Management**: Request PAs, view PA statuses, and maintain favorite providers
E. **File Exchange**: Upload forms online
F. **Resources**: Download forms and documents
G. **Switch Provider**: Where delegates can switch between providers to whom they are assigned. The tab is only present when the user is logged in as a delegate.
Electronic Claims Submission
Options for Electronic Claims Submission

As of February 1, 2019, all claims must be submitted to Nevada Medicaid electronically and claims can be submitted through:

- A Nevada Medicaid-approved Trading Partner
- Direct Data Entry (DDE) submission via the EVS secure Provider Web Portal
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 Department

Prior Authorization Telephone:
800-525-2395
Contact Nevada Medicaid – Provider Field Representatives

Contact the Provider Training Unit Team Territories

Upcoming Training Events Provider Training Registration Website

Provider Services Email NevadaProviderTraining@gainwelltechnologies.com

Onsite training

Virtual instructor-led

Self-paced Web-based course
Thank You