

New Provider Orientation



Nevada Medicaid Provider Training

2019



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

Department of Health and Human Services

Department of Health and Human Services

dhhs.nv.gov



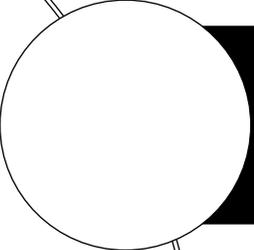
The screenshot shows the top navigation bar of the Nevada Department of Health and Human Services website. On the left is the state seal of Nevada, featuring a landscape with a sun, mountains, and a river, surrounded by the text 'THE GREAT STATE OF NEVADA' and 'ALL FOR OUR COUNTRY'. To the right of the seal, the text reads 'State of Nevada' followed by 'Department of Health and Human Services' in a large, bold, blue font. Below this is the tagline 'Helping people. It's who we are and what we do.' In the top right corner, there is a 'NV.gov' logo, navigation links for 'Agencies', 'Jobs', and 'About Nevada', a 'Google Custom Search' input field with a search button, and a link for 'ADA Americans with Disabilities Act'.

Mission Statement

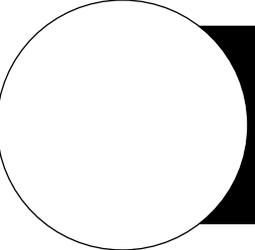
The Nevada Department of Health and Human Services (DHHS) promotes the health and well-being of Nevadans through the delivery or facilitation of essential services to ensure families are strengthened, public health is protected, and individuals achieve their highest level of self-sufficiency.

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

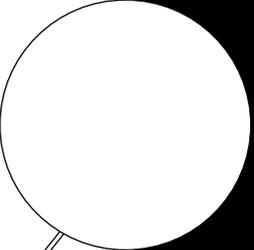
Department of Health and Human Services, continued



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



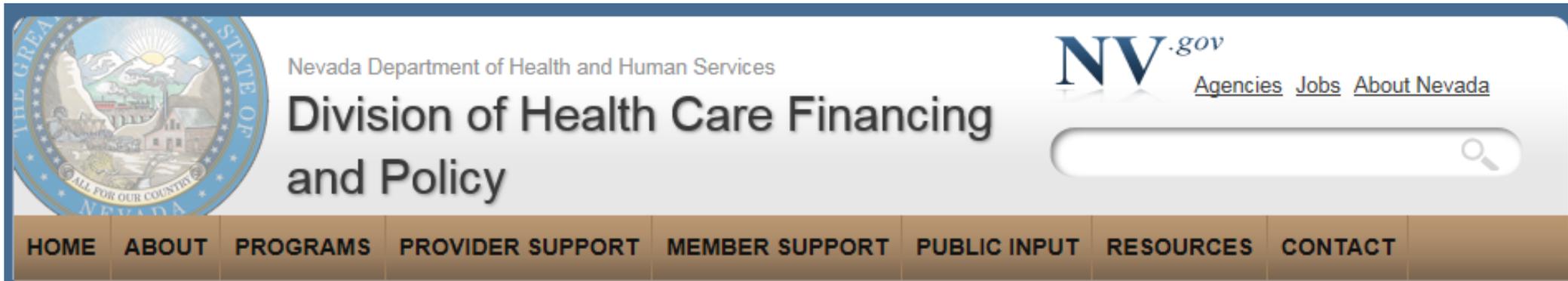
Contains 5 separate divisions

- 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 Nevada Department of Health and Human Services website. On the left is the state seal of Nevada, featuring a mountain, a river, and a sun, with the text 'THE GREAT STATE OF NEVADA' and 'ALL FOR OUR COUNTRY'. To the right of the seal, the text reads 'Nevada Department of Health and Human Services' and 'Division of Health Care Financing and Policy'. Further right is the 'NV.gov' logo with links for 'Agencies', 'Jobs', and 'About Nevada'. Below these links is a search bar with a magnifying glass icon. At the bottom of the header 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



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 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.

Gainwell Technologies

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 Website

www.medicaid.nv.gov

The screenshot shows the Nevada Medicaid website homepage. At the top left is the Nevada Department of Health and Human Services logo and name. To the right are social media icons for Twitter and Facebook, and a 'Contact Us' link. Below this is a search bar. A blue navigation bar contains links for Providers, EVS, Pharmacy, Prior Authorization, Claims, Quick Links, and Calendar. The main content area is divided into three columns. The left column has a 'Latest News' section with five web announcements (1834 to 1830) and a 'View All Web Announcements' link, followed by a 'Featured Links' section with various service links. The middle column features a large 'Welcome' banner for the 'New, Modernized Medicaid Management Information System' with a 'CLICK HERE FOR MORE DETAILS' button and a list of benefits: 'Will Improve Electronic Claims Submission', 'Will Enhance Electronic Options', and 'Will Implement in Early 2019'. Below the banner is a welcome message and a thank you note. The right column contains a 'Notifications' section with a red header and text about claim adjustments, 'Known Modernization System Issues-Click HERE', 'Attention Waiver Providers: Submit Claims with the Prior Authorization Number [See Web Announcement 1806]', and 'PASRR can be accessed using the following link: https://pasrrprod.medicaid.nv.gov/wps/portal/usp'. Below this is a 'Provider Links' section with links for Billing Information, E-Prescribing, Forms, Provider Enrollment, Provider Newsletters, and Provider Training. At the bottom right is a 'Scheduled Site Maintenance' section with a blue header and text about the maintenance window.

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

Contact Us DHCFP Home

Search

Providers EVS Pharmacy Prior Authorization Claims Quick Links Calendar

Announcements Latest News

[Web Announcement 1834](#)
Modernization: Attention All Providers: New MMIS is Now Live!

[Web Announcement 1833](#)
Modernization Known System Issue: Date of Decision for Recipient Eligibility Not Currently Available

[Web Announcement 1832](#)
Modernization: Prior Authorization and Claims Webinars in February

[Web Announcement 1831](#)
Modernization: Attention Out-of-State Providers: Use the Online Provider Enrollment Tool to Enroll in Nevada Medicaid

[Web Announcement 1830](#)
Modernization: Attention All Providers: New MMIS is Going Live!

[View All Web Announcements](#)

Featured Links

- [Authorization Criteria](#)
- [DHCFP Home](#)
- [EDI Information](#)
- [EVS User Manual](#)
- [Modernization Project](#)
- [Online Provider Enrollment](#)
- [Provider Login \(EVS\)](#)
- [Prior Authorization](#)
- [Search Fee Schedule](#)
- [Search Providers](#)
- [Claims](#)
- [Trading Partner](#)

Welcome

New, Modernized Medicaid Management Information System

CLICK HERE FOR MORE DETAILS

- Will Improve Electronic Claims Submission
- Will Enhance Electronic Options
- Will Implement in Early 2019

Nevada Medicaid

Welcome to the Nevada Medicaid and Nevada Check Up Provider Web Portal. Through this easy-to-use internet portal, healthcare providers have access to useful information and tools regarding provider enrollment and revalidation, recipient eligibility, verification, prior authorization, billing instructions, pharmacy news and training opportunities. The notifications and web announcements keep providers updated on enhancements to the online tools, as well as updates and reminders on policy changes and billing procedures.

Thank you for your participation in Nevada Medicaid and Nevada Check Up.

Notifications

Claim adjustment and void transactions are temporarily unavailable on the portal. This message will be removed when they are available. We apologize for any inconvenience.

Known Modernization System Issues-Click HERE

Attention Waiver Providers: Submit Claims with the Prior Authorization Number [See Web Announcement 1806]

PASRR can be accessed using the following link: <https://pasrrprod.medicaid.nv.gov/wps/portal/usp>

Due to portal unavailability, for PAs due on January 29, 2019, providers will be given one extra day to submit their PA. PAs due on January 28, 2019 were already given a 3 business-day leniency.

Provider Links

- [Billing Information](#)
- [E-Prescribing](#)
- [Forms](#)
- [Provider Enrollment](#)
- [Provider Newsletters](#)
- [Provider Training](#)

Scheduled Site Maintenance

During the scheduled site maintenance window the Provider Web Portal will be unavailable. The table below shows the regularly scheduled maintenance window. All times will be in the Pacific time zone.

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>



The banner features the Anthem Blue Cross and Blue Shield logo on the left, which includes the text "Anthem." above "BlueCross BlueShield" and two icons: a blue cross and a blue shield. To the right of the logo is a photograph of a smiling family consisting of a woman, a young boy, and a man. A large purple rectangular box is overlaid on the bottom left of the banner, containing the text "Nevada Providers" in white. At the bottom center of the banner, there are three small icons labeled "A-", "A", and "A+". In the bottom right corner, the text "Login | Register" is displayed in a blue font.

Health Plan of Nevada

<https://myhpnmedicaid.com/Provider>

English

Español



HEALTH PLAN OF NEVADA

A UnitedHealthcare Company

Medicaid | Nevada Check Up

I NEED HELP
WITH ▾

DRUG
LIST ▾

REFERRAL/PHARMACY
NETWORK ▾

search



HELLO, SIGN IN
OR CREATE AN ACCOUNT

SilverSummit Healthplan

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

The screenshot shows the top navigation bar of the SilverSummit Healthplan website. On the left is the SilverSummit Healthplan logo, which consists of a stylized star icon above the text "silversummit healthplan". To the right of the logo is a navigation menu with the following items: "1-844-366-2880", "Home", "Find a Provider", "Login", and "Contact Us". Further right is a search bar with a magnifying glass icon and the text "search". Below the search bar are accessibility options: "Contrast On Off" (with "On" selected) and "a a a language" (with a dropdown arrow). Below the navigation bar is a horizontal menu with three magenta buttons: "FOR MEMBERS", "FOR PROVIDERS", and "GET INSURED". The "FOR PROVIDERS" button is highlighted with a white background and a magenta border. Below this menu, the text "FOR PROVIDERS" is displayed in magenta on the left, and "For Providers" is displayed in magenta in the center.

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)



Nevada Department of Health and Human Services

Division of Health Care Financing and Policy Provider Portal

Home Providers **EVS** Pharmacy Prior Authorization Claims Quick Links Calendar

User Manual

Provider Login (EVS)

Welcome

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.

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



Registering for the EVS Secure Provider Web Portal (PWP)

Registering for the PWP



The screenshot shows the Nevada Department of Health and Human Services website. At the top left is the state seal. The header includes the department name and the specific portal: "Division of Health Care Financing and Policy Provider Portal". Navigation links for "Contact Us" and "Login" are in the top right. A "Home" button is on the left. The main content area features a "Provider Login" section with a "User ID" input field and a "Log In" button. Below this are links for "Forgot User ID?", "Register Now", and "Where do I enter my password?". To the right is a section titled "What can you do in the Provider Portal" with a descriptive paragraph. At the bottom right is a photograph of five diverse healthcare professionals in white coats.

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

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

Home

Home

Provider Login ?

***User ID**

Log In

[Forgot User ID?](#)

[Register Now](#)

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

Web Announcements

[Web Announcement 1123](#)
Online Provider Enrollment Summary Page Updated

[Web Announcement 1122](#)
Providers Invited to Complete Health Information Exchange Small Business Impact Questionnaire by

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.



Registering for the PWP, continued

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

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

Home

Home

Provider Login ?

*User ID

[Log In](#)

[Forgot User ID?](#)

[Register Now](#)

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

Web Announcements

[Web Announcement 1123](#)
Online Provider Enrollment Summary Page Updated

[Web Announcement 1122](#)
Providers Invited to Complete Health Information Exchange Small Business Impact Questionnaire by April 22, 2016

[Web Announcement 1121](#)
Attention Provider Type 12: Claims for CPT Codes with Age Restrictions Will Be

[Website Requirements](#)

What can you do in the Provider Portal

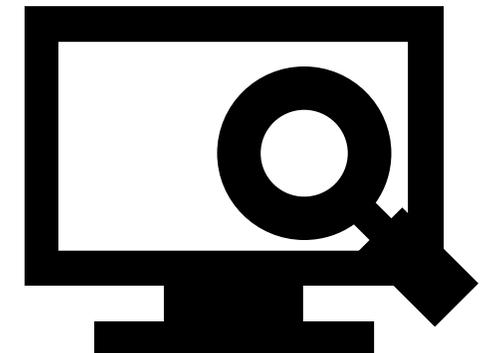
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[Website Requirements](#)

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

 **Nevada Department of Health and Human Services**
Division of Health Care Financing and Policy Provider Portal [Contact Us](#) | [Login](#)

Home

[Home](#) > Registration Selector

Registration

Select one of the following options that best describes your role.

 Provider An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a provider of services.	2	 Delegate An individual Designated by the Provider for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons. Note that although there can only be one provider administrator (who registered as a provider), the administrator can register many delegates to utilize the website from different physical locations. These delegates must be identified and registered by the provider administrator.
 Trading Partner An entity with whom an organization exchanges data electronically. The trading partner may send or receive information electronically.		 Managed Care Org An entity, authorized by the state, to operate a prepaid healthcare delivery plan (as a health maintenance organization - HMO). This entity arranges, administers, and pays for the delivery of healthcare services to members, as designated by the state.

Current Procedural Terminology (CPT) and Current Dental Terminology (CDT) codes, descriptions and data are copyrighted by the American Medical Association (AMA) and the American Dental Association (ADA), respectively, all rights reserved. AMA and ADA assume no liability for data contained or not contained on this website and on documents posted herein.

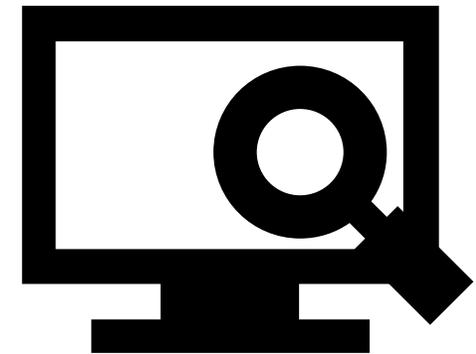
CPT is a registered trademark ® of the AMA. CDT is a registered trademark ® of the ADA. Applicable FARS/DFARS apply.

R5.0 - © 2018 DXC Technology Company. All rights reserved.

The Nevada Division of Health Care Financing adheres to all applicable privacy policies and standards, including HIPAA rules and regulations, regarding protected health information. Click here to see the State of [Nevada Online Privacy Policy](#)

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

2. Click on the appropriate **Role** you wish to register



Registering for the PWP, continued

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

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

Home

[Home](#) > [Registration Selector](#) > Registration

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!
Important: If you are registering as a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.
If you have chosen to register as a Trading Partner, enter the Trading Partner ID.
If you have chosen to register as a Managed Care Org, enter the NPI/Provider ID and Zip Code.

3 *Provider First Name

*Provider Last Name

*NPI/API

*Tax ID (FEIN or SSN)

*Zip Code

4

From the “Registration” page, the user will:

3. Enter all identifying personal information
4. Click the **Continue** button

Registering for the PWP, continued

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

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

Home

[Home](#) > [Registration Selector](#) > Registration

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

5

*User ID

*Password

*Confirm Password

Please provide your contact information below.

6

*Display Name

Phone Number

*Email

*Confirm Email

Continuing on the “Registration” page, the user will:

5. Create a unique **User ID** and **Password**
6. Enter contact information

Registering for the PWP, continued

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

7 Site Key:



8 Passphrase:

Please select a unique challenge question and provide an answer for each of the question groups below.

9

*Challenge Question #1
*Answer to #1

*Challenge Question #2
*Answer to #2

*Challenge Question #3
*Answer to #3

Select a Challenge Question
What is your favorite sports team?
In what city were you born?
What is your mother's maiden name?
What was the name of the first school you attended?
What is the name of your favorite pet?
Who was your first employer?
What is the name of your favorite school teacher?

Continuing on the “Registration” page, the user will:

7. Select a **Site Key** image
8. Enter a unique **Passphrase**
9. Choose 3 **Challenge Questions** from the drop-down list and create a unique answer for each

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 ['?!,()-+].

Registering for the PWP, continued

User Agreement

Access Policy

This application and computer system are the property of Nevada Medicaid. The use of this system is for authorized users only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Users consent via utilization of this application or system to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of Nevada Medicaid and the Nevada Division of Health Care Financing and Policy (DHCFP).

The information transmitted, received and access through this website may include confidential information whose disclosure is governed by federal and or state law.

- Unauthorized use is prohibited;
- Usage may be subject to security testing and monitoring;
- Misuse is subject to criminal prosecution;
- No expectation of privacy except as otherwise provided by applicable privacy laws.
- Improper use of this application or system may result in disciplinary action, termination of employment and/or civil and criminal penalties, and may be disclosed to law enforcement authorities.
- Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to

By checking this box, you acknowledge that you have read and understood the User Agreement, and agree to the terms and conditions as described about the role which you will perform.

12

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

Registering for the PWP, continued

13 User Successfully Registered

You have successfully registered for the provider portal!

A confirmation email containing your login information has been sent to the email address provided. Email notifications can take 15 to 30 minutes to be delivered.

14

Thu 7/5/2018 10:25 AM

Division of Health Care Financing and Policy Provider Portal
Registration Confirmation

To

Welcome hospizona! This email was sent to confirm that you have successfully registered with the DXC USHC Web Portal. Your login credentials are listed below. Please keep a copy of this email in a safe place for future reference.

User ID: hospizona1
Password: Password123

If you have any questions or concerns regarding this email, feel free to email NVMMIS.EDIsupport@dxc.com or call us at +1 (877) 638-3472. Do not attempt to reply to this automated email.

Sincerely,

DXC USHC Web Portal
New Accounts Division

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



Nevada Department of Health and Human Services

Division of Health Care Financing and Policy Provider Portal

Home

Home

Login

*User ID

hospizona1

1

Log In

[Forgot User ID?](#)

[Register Now](#)



Broadcast Messages

Hours of Availability

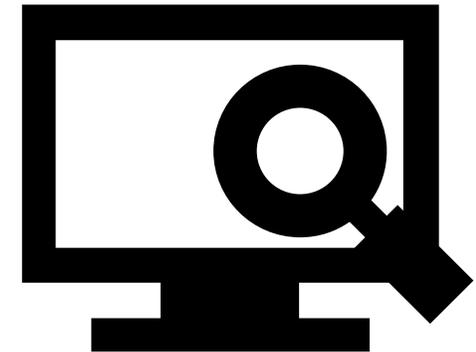
The Nevada Provider Web Portal is unavailable between 12:25 AM PST on Sunday.

What can you do in the Provider Portal

Through this secure and easy to use internet portal, health

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

Computer and Challenge Question

Site Key
The HealthCare Portal uses a personalized site key to protect your privacy online. To use a site key, you are asked to respond to your Challenge question the first time you use a personal computer, or every time you use a public computer. When you type the correct answer to the Challenge question, your site key token displays which ensures that you have been correctly identified. Similarly, by displaying your personalized site key token, you can be sure that this is the actual HealthCare Portal and not an unauthorized site.

If this is your personal computer, you can register it now by selecting: **This is a personal computer. Register it now.**

Answer the challenge question to verify your identity.

Challenge Question In what city were you born?

3 *Your Answer

[Forgot answer to challenge question?](#)

4 **Select** This is a personal computer. Register it now.
 This is a public computer. Do not register it.

5 **Continue**

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

[Home](#) > [Challenge Question](#) > Site Token Password

Confirm Site Key Token and Passphrase

Confirm that your site key token and passphrase are correct.

If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**. If this is not your site key token or passphrase, do not type your password. Call the [customer help desk](#) to report the incident.

6 Site Key: 

Passphrase Answer

7 *Password

8 [Sign In](#) [Forgot Password?](#)

- 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.

Navigating the PWP, continued

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

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

My Home | [Eligibility](#) | [Claims](#) | [Care Management](#) | [File Exchange](#) | [Resources](#)

My Home

Provider

Name: HOSPITALISTS OF ARIZONA
Provider ID: 1578564860 (NPI)
Location ID: 100535838

Broadcast Messages

Hours of Availability
The Nevada Provider Web Portal is unavailable between midnight and 12:25 AM PST Monday-Saturday and between 8 PM and 12:25 AM PST on Sunday.

[Contact Us](#)

[Secure Correspondence](#)

9

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)
- [Revalidate-Update Provider](#)
- [Pharmacy PA](#)
- [PASRR](#)
- [EHR Incentive Program](#)
- [EPSDT](#)
- [Presumptive Eligibility](#)

Welcome Health Care Professional!

We are committed to make 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.

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

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.

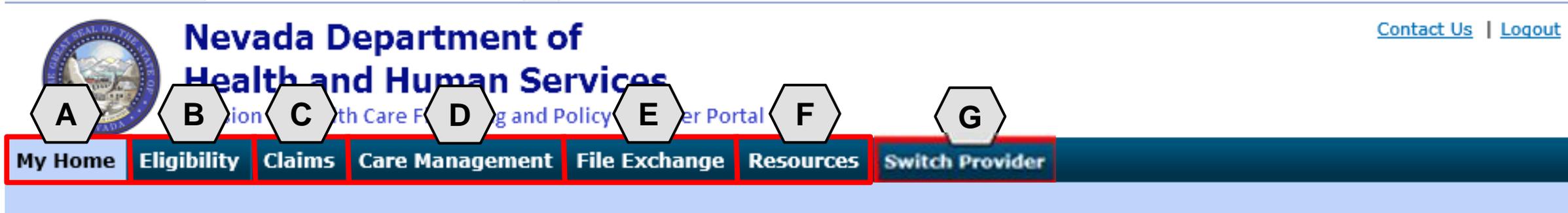
Navigating the PWP, continued

The screenshot shows the Nevada Department of Health and Human Services Provider Web Portal. At the top, there is a navigation bar with tabs: My Home, Eligibility, Claims, Care Management, File Exchange, and Resources. A red box highlights this bar, labeled 'A'. Below the navigation bar, there is a 'My Home' section. On the left, there is a 'Provider' profile for 'HOSPITALIST SERVICES OF NEVADA-MANDAVIA' with fields for Name, Provider ID, and Location ID. A red box highlights the 'My Profile' and 'Manage Accounts' links, labeled 'D'. In the center, there is a 'Broadcast Messages' section with a 'Hours of Availability' message. A red box highlights this section, labeled 'B'. To the right of the broadcast messages, there are links for 'Contact Us' and 'Secure Correspondence', highlighted by a red box labeled 'C'. Below the broadcast messages, there is a 'Welcome Health Care Professional!' message with a photo of healthcare workers. A red box highlights this message, labeled 'E'. At the bottom, there are links for 'Prior Authorization Quick Reference Guide' and 'Provider Web Portal Quick Reference Guide', both with 'Review' links. A red box highlights these links, labeled 'F'. The top right corner has links for 'Contact Us' and 'Logout'.

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

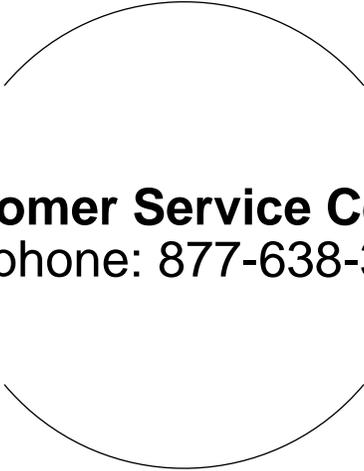


Options for Electronic Claims Submission

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