



Provider FAQs

General Transition, Provider Web Portal, Registration and Remittance Advices
November 2011

In this issue:

» Frequently Asked Questions (FAQs)

Answers for providers regarding Provider Web Portal topics

Introduction:

This document contains questions providers asked during the November HP Enterprise Services (HPES) Provider training sessions regarding these Provider Web Portal topics:

- General Transition and Web Portal Information
- Registration
- Remittance Advices (RAs)

General Transition and Web Portal Information

Where can I go to get information on the transition?

Monitor the "Transition Info" page at <https://nevada.fhsc.com/transition/default.asp>.

Do the web portal passwords expire?

Yes. Web portal passwords expire every 60 days.

Does the system time out?

The Web Portal will time out after 30 minutes of inactivity.

Who do I call if I have technical issues with the web portal?

Please call (800) 626-6535 if you have technical issues.

What are the definitions for EVS Provider Registration users?

Provider = system admin or office manager (system admin for multiple NPI = 1 tax ID & Zip Code Each NPI must be registered)

Delegate = user

Out of Network = out of state provider

Where will the provider see the eligibility verification number on the eligibility screen?

It is on the response page when you look at the details.

Is the eligibility on the Member Focus Viewing page going to show a running eligibility or do providers still have to check month by month?

Providers will still need to check eligibility on a month by month basis, but historical eligibility is available by clicking on the Expand option below the last line of eligibility.

Is there a wild card search in EVS?

Member Focused Viewing Search matches the current eligibility search criteria.

When we use EVS to determine eligibility, how do we search for the recipient if the recipient's name on the Medicaid ID Card is different from the recipient's other identification?

Use the name on the Medicaid ID Card. Use the Member Focused Viewing Search option to search for a recipient using either the Recipient ID or, if the Recipient ID is unknown, use the last name and either the first name or the date of birth.

Will the new authorization system accept the D03 diagnosis codes for kids?

Contact the Medical Management help desk for further assistance. Please monitor the website (<https://www.medicaid.nv.gov>) for the telephone numbers to use.

Can we attend more than one training?

Yes. Please send in a registration form. The forms are attached to the training documents posted at <https://nevada.fhsc.com/transition/default.asp> or contact the training team at NevadaProviderTraining@hp.com for questions.

Can I be logged onto two different computers at the same time?

No.

If I accidentally enter a computer as Private when it should have been checked as Public, can I change it?

Yes. You would change it on the manage accounts page.

Will you be accepting secondary claims electronically and who do I need to contact to get this set up?

The process for submitting secondary claims will not be changing. Typically, if the primary insurance made a payment you can submit that electronically. If they did not make a payment, you would need to submit on paper.

Registration

What can I do if I didn't receive an email containing the password confirmation for the Web Portal?

When an email box or internet provider is not accepting mails from HPES, use the following troubleshooting suggestions:

- Check the "junk" or "spam" folders for the email message. If the email is not there, then add the HPES email address, nvmmis.providerservices@hp.com, to the contact list. Call HPES Customer Service at (877) 638-3472 to have the password reset, which will resend the email confirmation.
- The provider may contact their email provider or they can set up a generic email account, such as with Juno, Hotmail or Gmail, then call HPES Customer Service to have the password reset and send the email confirmation to the new email address.

When the reset password is received, log in to the Provider Web Portal. A prompt to re-enter a new password meeting the password criteria will appear.

When I register, what is the difference between the Provider (System Administrator) role and Delegate role?

- The Provider/System Administrator registers and maintains the delegates/users.
- The Delegates are the users who can access provider information and search for recipient eligibility.
- Once registered, the functions the Provider/System Administrators and Delegates can perform are the same.
- Please note: If the Provider/System Administrator leaves the provider/group, a call to the Call Center is required to have the rights reassigned.

Can there be more than one Provider/System Administrator?

No. There can be only one Provider/System Administrator per NPI, but multiple Delegates can be registered and be given Provider/System Administrator-type roles. Please ensure that your office determines who the Provider/System Administrator should be.

What other numbers, besides the Nevada Driver’s License Number (DLN) can be used when registering?

The DLN is the preferred number. If a user doesn’t have a DLN, they should use the last 4 of their identification card, social security number or other appropriate office ID numbers. It should be something the Delegate can easily remember.

I am trying to register my group. How do I start with a group number and not a provider number?

The process is the same. You will need a different log in ID for the group vs. the providers in the group.

Can a registered group NPI auto-populate for NPIs?

No.

Is there an existing flow chart for provider or delegate registration?

No.

Is it necessary to register each NPI if it is billed under a group and we can check info under a group?

If you need to look up information for the Servicing Provider, such as claims, you will need to log in under the Servicing NPI user name & password to check claim status. If the claim was billed with the Group NPI, then payment would be made to the Group NPI and you would check for the payment under the user name and password for the Group NPI.

If you register 50 providers and there are 45 Delegates each, do you have to register all 45 Delegate entries individually for each of the 50 providers?

Yes. You will need to register each Individual NPI separately with their own user name and password. However, use the shortcut feature of “Add Registered Delegate.” This feature allows you to enter the last name and Delegate ID number (five digits), press enter and you have now added that Delegate.

If the first and last name on the registration page are both required, how do you enter the entity name?

The first name and the last name spaces are for the Provider/System Administrator and you must

associate yourself with each NPI; then the Provider/System Administrator can assign NPIs to the Delegates.

How do I link the Delegates to the NPI?

Use the "Add Delegate" option.

I have inactive providers that I am currently billing for services performed within the last 6 months. Will I be able to register those providers on the Web Portal in order to check on claims history and claim status?

No. You don't have to register those providers. Register the billing provider and put those providers' NPIs in as part of the servicing provider search field. As long as you are billing for those providers, you can search by servicing and view the claims that were billed, and filter by the servicing provider.

Does each Delegate have to register for each NPI (providers) not just for the facility group NPI?

The Delegate only has to register ONCE in the Provider Web Portal. Here's the flow of the delegate:

The System Admin for NPI 1234567891 goes into their "Manage Account" function and clicks on "Add New Delegate." They enter the delegate information and the system will return a 5-digit Delegate Code. That Delegate Code is given to the Delegate so they can register on the Web Portal. If that Delegate now has to be a Delegate for NPI 2345678912, they would only need to give their Delegate Code to the Admin for NPI 2345678912, who would go into their "Manage Account" function for that NPI, click on "Add Registered Delegate," enter the Delegate's Last Name and Delegate Code, click "Submit" then "Confirm" and that person is now a Delegate for both NPI's.

I have already done the registration. When I went online to get the challenge questions, it asked me a question I did not choose.

Remember, the Provider Web Portal will not be active until December 5, 2011, so logging in now is not yet possible.

Do I have to log out and log back in again if I need to switch my provider or will I be able to access it via the switch provider screen?

If you have been registered as a Delegate for more than one NPI, you will be able to use the "switch provider" feature while you are already signed on under one provider.

Remittance Advices (RAs)

Will the RA policy change going forward with HP?

No, policy is not changing. "RA print" is a new added function that is not replacing the current methods providers use to receive their RAs at this time.

Can I opt out of receiving a paper RA?

Since the RAs will now be available via the Web Portal and providers can print these, the practice of printing and mailing may be discontinued at a date after the transition go-live, unless a provider does not have internet connectivity.

What is the file size limitation on remittance advices on the Web Portal?

RAs larger in size than 2 MG cannot be printed from the Web Portal. This likely affects large providers with 400-plus pages of RA data. These providers are probably already getting their

RAs electronically today; therefore, the process will not change for these providers.

How much RA history will providers be able to access?

Providers will have access to 6 months RA history on the Web Portal when the transition occurs.

Will 835 remittance files be available?

Yes, and you will also be able to continue with your 270/271 transactions for eligibility, if that's what you currently do.