Provider Web Portal

Quick Reference Guide

https://www.medicaid.nv.gov

The Provider Web Portal is the tool through which providers can access information and use the electronic verification and online prior authorization systems. To access the Provider Web Portal, log on to: https://www.medicaid.nv.gov. The navigation tabs, latest news messages and web announcements are on the homepage.

This Quick Reference Guide identifies the process for registering, setting up users and navigating within the system.

Registration Tips to Remember:

- There should be only **one System Administrator per NPI-Tax ID-Zip.**
- The System Administrator is the first person to register.
- The System Administrator registers all of the Delegates for each NPI-Tax ID-Zip and maintains user access for the facility.
- System Administrators and Delegates have the same level of user access within the Provider Web Portal.

Steps to Get Started With the Provider Web Portal: System Administrator Registers First

NOTE: The System Administrator chosen for the facility must be the first to register. It is recommended that the System Administrator complete the initial entry using the **provider's** information and not the System Administrator's personal information. This will allow consistency if System Administrators change. New System Administrators can then update the challenge questions and passwords as necessary. The display name that shows on each screen can also be updated.

1) Log on to https://www.medicaid.nv.gov.
2) Click on either the "EVS" or "Prior Authorization" tabs.
3) If you clicked "EVS," then click "HPES Login." If you clicked "Prior Authorization," then click "PA Login."
4) Select "Register Now" (from left side of page).
5) Select "Provider."
6) Enter required fields: First Name, Last Name, NPI/API, Tax ID and Zip Code (of the servicing provider); then click "Continue." If you are registering as a System Administrator, enter the provider's first and last name, or split the facility or organization name across the first and last name spaces.
7) Enter a User ID of your choice. Click the "Check Availability" button to see if the User ID is available. The User ID must include alpha and numeric characters and no special characters, i.e., @#$%&.
8) Enter the password you wish to use (must be 8 to 20 characters).
9) Confirm your password (must match step 8 above).
10) Confirm the name of the provider/facility is populated correctly in the Display Name field.
11) Enter the phone number for the System Administrator.
12) Enter the email address for the System Administrator.
13) Confirm the email address for the System Administrator (must match step 12 above).
14) Choose a Site Key (use left or right arrows to scroll for additional Site Key options).
15) Enter a passphrase to help remind you of your Site Key.
16) Select three challenge questions and provide the answers for each.
17) Read the User Agreement. If you agree, then mark the authorization statement checkbox.
18) Click "Submit."

A message will display indicating you have successfully registered for the Provider Web Portal. Select "OK" to close this message. A confirmation email containing your login information will be sent to your email address within 15-30 minutes.

Steps for a System Administrator to Set Up Delegates

1) While logged in to the Provider Web Portal, the System Administrator will go to the "My Home" tab and then select "Manage Account."
2) Select the "Add New Delegate" tab.
3) Enter all required fields with the Delegate's information: First Name, Last Name, Birth Date and Last 4 digits of **D**river's **L**icense **N**umber (DLN) or Identification Number.
4) Click "Submit."
5) Confirm the information is correct.
6) A pop-up window will indicate the Delegate has been added and give you the Delegate's code. Please make a note of the code; you must provide it to the Delegate for reference.

7) Click "OK."
8) The Delegate information will display at the bottom of the screen.

Steps for Delegates to Register After the System Administrator Has Set Them Up

1) Click "EVS."
2) Click "Register Now."
3) Click the "Delegate" icon.
4) Enter First Name, Last Name, DOB, DLN and the Delegate code you received from the System Administrator who added you as a Delegate.
5) Click "Continue."
6) Enter a "User ID" of your choosing. Click "Check Availability" to see if the "User ID" is available. The "User ID" must include alpha and numeric characters and no special characters, i.e., @#$%&.
7) Enter the password you wish to use (must be 8 to 20 characters).
8) Confirm your password (must match step 7 above).
9) Verify your name is autopopulated correctly.
10) Enter your phone number.
11) Enter your email address.
12) Confirm your email address (must match step 11 above).
13) Choose a Site Key (use left or right arrows to scroll for additional Site Key options).
14) Enter a passphrase to help remind you of your Site Key.
15) Select three challenge questions and provide the answers for each.
16) Read the User Agreement. If you agree, then mark the authorization statement checkbox.
17) Click "Submit."

Steps for System Administrators and Delegates to Log in the First Time

1) Log on to https://www.medicaid.nv.gov.
2) Click "EVS."
3) Click "EVS Login."
4) Enter your "User ID."
5) Click "Login."
6) Answer the challenge question to verify your identity.
7) Validate that the Site Key and passphrase you selected are correct.
8) Enter your password.
9) Click "Sign In."

NOTE: If you receive a challenge question that you did not select when you registered, this is an indication that you may have entered your "User ID" incorrectly. Return to the "EVS Login" page and enter your "User ID" again.

Tools for Viewing Provider Information

System Administrators and Delegates have the ability to view NPI/provider information by using the switch tab/hyperlink feature. System Administrators will have to add themselves as a Delegate for each NPI to be able to view NPIs/providers. Delegates automatically have the ability to view all NPIs providers for which they have been registered.

After you log in to the Provider Web Portal, two tabs are displayed: "Selected Provider" and "Switch Provider."

- The "Selected Provider" tab displays the Provider Information as it relates to the provider(s) you are registered to view.
- The "Switch Provider" tab allows you to change from one provider to another.

Steps to View Recipient Eligibility - Method 1

Using this method for viewing recipient eligibility requires four pieces of information: Last Name, First Name, Birth Date and "Effective From" Date. Additionally, either the Recipient ID or SSN are required.

1) After logging in, click on the "Eligibility" tab at the top of the page.
2) Enter all required fields: Last Name, First Name, Birth Date, and "Effective From" Date, and either the Recipient ID or SSN.
3) Click "Submit."
4) Eligibility Verification Information is displayed at the bottom of the screen, with the "from/effective" and "to/end" dates, and coverage information displayed.
5) To make it easy to perform the next eligibility verification, the Eligibility Verification Request table is shown above the recipient eligibility verification table.

Steps to View Recipient Eligibility - Method 2

NOTE: In the Provider Web Portal, "Member," "Recipient" and "Patient" have the same meaning. The "Last Members Viewed" tab displays the most recent members/recipients/patients viewed.

1) From "My Home" page, click on the "Member Focus Viewing" link under Provider Services.
2) Click "Search" to perform an eligibility verification or recipient search.
3) You may enter just the recipient ID number to perform a search, or

a. If you do not have the recipient ID number, you may enter two of the following fields in any combination: First Name, Last Name, Birth Date, other.

4) The Member in Focus <name> <ID> bar is displayed at the top of the screen, while other recipient details, including Coverage Details (eligibility) are included.
5) The first three claims for each recipient are displayed on this page. To get more claims, click the option: "View more claims for this member."
6) The first three authorizations for each recipient are displayed on this page. To get more authorizations, click the option "View more authorizations for this member."

Steps to Search Payment History

1) After you are logged on, select "Search Payment History."
2) The Search Payment History screen will display for the provider under which you are logged on. The Provider ID, ID Type, Location ID, and Name will be displayed.
3) The required fields on a Payment History search are "Issue Date – From and To." Notice the calendar option is available so you can select the date from the calendar, or you can enter it yourself in the format MM/DD/YYYY.
4) Optional entry fields are Payment Method and Payment ID.
5) Click "Search."
6) The search results will show the Issue Date, Payment Method, Payment ID, Total Paid Amount and RA Copy (PDF).
7) Click on the "RA" icon to view the RA for a particular payment.

NOTE: If the RA is larger than 2 MB, the icon will be disabled. You will need to contact the Call Center for assistance at (877) 638-3472.

Steps to Search Claims

1) After you are logged on, select the "Claims" tab, then "Search Claims."
2) Notice that at least one field is required from the "Claim Information" or "Member Information" fields.
3) If Service Information is selected, then either "Paid Date" or the "Service From and To Date" are required fields for the search when claim information is not entered.
4) Click "Search."