

April 10, 2017 (*Updated June 22, 2017*)
Announcement 1347

Attention All Providers: Update Regarding Upgrades to Nevada Medicaid Provider Web Portal (PWP)

Hewlett Packard Enterprise, in partnership with the Division of Health Care Financing and Policy (DHCFP), is currently working on upgrading the Nevada Medicaid Provider Web Portal (PWP) from version 4.0 to version 5.0. All user information will be automatically migrated over to the new version 5.0. This information includes: last member viewed information that is stored in Member Focused Viewing, Favorite Providers and Provider/Delegate information.

The Nevada Medicaid PWP upgrades will include:

- increased role-based security features
- simplified, one-page Create Authorization process for prior authorization requests
- enhanced prior authorization process with the ability to create Dental/Orthodontia, Adult Day Health Care (ADHC) and Personal Care Services (PCS) prior authorization requests
- ability to upload and submit prior authorization reconsideration requests

Role Based Security:

- The new role-based security features will allow provider users the ability to select the level of access they want to grant to their assigned delegates. Providers can control the functions that their delegates can access within the provider portal. For example, if the provider user only wanted a delegate to perform eligibility transactions on the PWP, they would select the eligibility function for that delegate on the Manage Accounts page. When the delegate logs into the PWP, they would only have access to the Eligibility page. The delegate would not see the Claims, Care Management or File Exchange pages.

Create Authorization:

- The Create Authorization page is being redesigned to allow for a simplified one-page prior authorization creation process. Once the PWP upgrade is complete, users will be able to enter all of the required prior authorization information on one page.
- Dental/Orthodontia, ADHC and PCS providers will have the ability to create prior authorizations in the portal. This will eliminate the need to mail or fax in dental/orthodontia, ADHC and PCS prior authorizations. There will be provider specific web announcements and training sessions to provide more information about this new prior authorization process.

File Exchange:

- Once the PWP upgrade is complete, two new fields will be added to the Upload Files page: Recipient ID and Tracking Number. These fields will be required and only appear when the File Type selected is FA-21 PASRR and LOC Data Correction Form, Reconsideration Request or NMO-7073 Functional Assessment Service Plan.

Additional Information:

- Provider training sessions will be available beginning in May 2017 to provide a review of the simplified prior authorization request process and enhanced PWP features, with focused training available for Dental/Orthodontia, ADHC and PCS providers. Future web announcements will include the dates of the sessions and registration information.
- Future web announcements on this website will notify providers of the implementation date for the Nevada Medicaid Provider Web Portal upgrade.