



January 18, 2019 (Updated January 24, 2019)

Announcement 1816

Modernization: Attention All Providers: Modernized MMIS Transition Overview – Important Dates and Instructions

The Division of Health Care Financing and Policy (DHCFP) is implementing a new, modernized Medicaid Management Information System (MMIS). The transition will officially begin on Thursday, January 24, 2019.

The following is an outline of the key dates and activities during the transition:

Key Dates	Activities
Thursday, January 24 at 5 p.m.	Last EDI and Payerpath claims received by Nevada Medicaid
Friday, January 25 at 6 p.m.	Current (legacy) MMIS Shutdown <ul style="list-style-type: none"> ○ Legacy MMIS is shifted to Read Only mode. ○ All Provider Web Portal functions disabled other than the Electronic Verification System (EVS). ○ The last legacy monthly financial and managed care cycles will be executed. ○ Audio Response System (800-942-6511) will be online with full functionality through the transition process.
Saturday, January 26 through Monday, January 28	The conversion to the modernized MMIS is executed. <ul style="list-style-type: none"> ○ All remaining pended claims will be force denied. ○ See Web Announcement 1820 for details regarding the force denied claims.
Tuesday, January 29, at 8 a.m.	Modernized MMIS soft go live will include: <ul style="list-style-type: none"> ○ All Provider Web Portal functions available except Direct Data Entry (DDE) to submit claims ○ All Provider Web Portal users will be required to follow the “Forgot Password” process to reset their password ○ EDI will be available for batch and real-time submissions. ○ Claims 837 transactions will be held until February 1. ○ PASRR application will be online with full functionality.
Friday, February 1	Claims adjudication begins. Claims submitted through DDE and EDI 837 transactions will be processed.
Friday, February 1, at 6 p.m.	The first financial cycle in the modernized MMIS will be processed. The Remittance Advice will be available by Monday, February 4.

During the January 25-28 transition, the EVS function will be available via the Provider Web Portal, CORE real time and the Audio Response System functions. Please note the eligibility will be as of January 23, as there will be no

updates over the weekend. **Providers may follow standard protocols for emergencies where no eligibility is present.**

There will be no downtime for Pharmacy Point of Sale (POS) claims other than regular scheduled maintenance.

The hours of the Customer Service Call Center **(877-638-3472)** will be extended as follows to support providers with transitioning to the new system.

Temporary Expanded Call Center Hours (all times are Pacific Time)	
Monday, January 28, through Thursday, January 31	8 a.m. to 5 p.m.
Monday through Friday, February 1 until further notice	7 a.m. to 7 p.m.
Saturdays February 2 until further notice	8 a.m. to noon
Sundays, February 3, February 10 and February 17	8 a.m. to noon

Please review the following web announcements for important details related to the paperless initiative:

- [Web Announcement 1801](#): New Instructions for Submitting Claim Adjustment and Void Requests as Paperless Processes Are Implemented
- [Web Announcement 1791](#): New MMIS is Going Paperless!
- [Web Announcement 1788](#): Dates all Providers and Delegates Need to Know to Prepare for Paperless Processes

Please visit the [Modernization Project](#) webpage for important updates to policy and procedures for the modernized MMIS.

If there are any questions, please do not hesitate to contact Nevada Medicaid.