



June 8, 2022

Web Announcement 2799

URGENT for All Providers:

System Upgrades Will Impact Availability of the Provider Web Portal and Online Provider Enrollment

Sections of the Provider Web Portal/Electronic Verification System (EVS) will be upgraded on June 20, 2022. To prepare for this upgrade, Online Provider Enrollment and the Provider Web Portal will be unavailable from **5 p.m. Pacific Time Friday, June 17, 2022, through 5 p.m. Pacific Time Sunday, June 19, 2022.**

Due to the blackout period for prior authorization (PA) request submissions, Nevada Medicaid will extend the timeliness submission requirements on PA requests by 3 business days.

If your claim or claim appeal is impacted by this issue, please submit with an attachment referencing this Web Announcement and detail concerning the delay, along with any other required attachments.

During the blackout period:

- The Automated Response System (ARS) will be available for providers to verify recipient eligibility, recent payments, claim status, and prior authorization information via telephone. Call: (800) 942-6511
- Providers will be able to submit batch and real time Electronic Data Interchange (EDI) transactions for processing.