



August 29, 2025

Nevada Medicaid Web Announcement 3707

Attention All Providers: Error Received When Creating Prior Authorization and Workaround

When attempting to create a Prior Authorization (PA) request through the Care Management tab of the Provider Web Portal (PWP), providers are seeing an error of "Recipient not found" that is preventing the PA from being submitted when the Recipient ID is valid.

Providers may submit PA requests by utilizing the Member Focused Viewing tool of the PWP to view and submit requests for a Nevada Medicaid recipient. For detailed instructions on navigating this tool, please refer to the Nevada Medicaid YouTube Channel, [Using the Provider Web Portal - Part 12: Member Focused Viewing](#).

Users accessing the PWP as a Delegate who do not see this tool should work with the provider or admin of your PWP account to update role-based access. For instructions on updating delegate access, please refer to the [PWP User Manual](#).