



April 10, 2026 (Updated April 27, 2026)

Nevada Medicaid Web Announcement 3891

Attention Electronic Visit Verification (EVV) Providers: Claims That Denied Will Be Reprocessed

Attention Provider Types 29 (Home Health Agency), 30 (Personal Care Services - Provider Agency), 83 (Personal Care Services - Intermediary Service Organization), 48 (Home and Community Based Waiver for the Frail Elderly) and 58 (Home and Community Based Waiver for Persons with Physical Disabilities)

Claims that were processed through an Electronic Visit Verification (EVV) system between April 1, 2026, and April 10, 2026, and denied with one of the following error codes will be reprocessed automatically:

- 3802 - EVV/Unmatched Units
- 3807 - EVV/Provider ID Does Not Match
- 3808 - EVV/Member ID Does Not Match
- 3809 - EVV/Procedure Code or DOS Does Not Match
- 3810 - EVV/Duplicate Visits Found

To align the Medicaid Management Information System (MMIS) with visit verification with all payors, the MMIS has been updated to change the above errors from denials to informational. Informational errors will notify providers of possible un-matched visits.

This will align the MMIS with Managed Care Organizations (MCO) for all EVV claims.

When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.

Update: EVV claims that denied correctly with other error codes will not be included in this reprocessing effort.