



May 8, 2026

Nevada Medicaid Web Announcement 3913

Attention Electronic Visit Verification (EVV) Providers: Claims That Denied Have Been 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)

Update to [Web Announcement 3891](#): 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 have been 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

Results of the reprocessed claims will appear on the remittance advice dated May 15, 2026.

Please note that EVV claims that denied correctly with other error codes were not included in this reprocessing effort.

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.