November 3, 2026

Nevada Medicaid Web Announcement 4051

Attention Electronic Visit Verification (EVV) Providers: Claims That Do Not Match EVV Visit Data Will Deny Beginning February 1, 2027

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) Specialties **31, 191, 199, 208**; **58** (Home and Community Based Waiver for Persons with Physical Disabilities) Specialties **39, 189, 191, 199**; and **95** (Home and Community Based Services Waiver for Structured Family Caregiving [SFCG]) Specialty **191:**

Effective February 1, 2027, claims that do not match verified visit data in an electronic visit verification (EVV) system, including Alternative EVV systems, will deny with the following error codes, as appropriate:

- 3802 - EVV/Unmatched Units
- 3806 – EVV/Unmatched Visit
- 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

Currently, these error codes are informational only, and claims are not denied. The error details are visible on providers' remittance advices (RA) and identify possible un-matched visits. To minimize future claim denials or issues, providers should ensure that the details of the claim match the details of the visit in the EVV system.