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Announcement 464

## Tips for Provider Administrators when Registering for Online Systems

When a provider facility's Provider Administrator registers for access to the online prior authorization and electronic verification systems, it is strongly recommended that the initial entry should use the provider's information and not the Provider Administrator's personal information. Please remember the following tips:

- The "User ID" chosen should be based on the provider and not the name of the person who is registering.
- The "User ID" cannot be changed even if the Provider Administrator leaves and is replaced.
- It is advisable to let the provider or other staff member(s) know the "User ID."

If the Provider Administrator changes, HP Enterprise Services' customer service agents for the Provider Web Portal can reset the password and add the email address of the new administrative user. The new Provider Administrator will then be able to log on to the Provider Web Portal with the new password and change the challenge questions. Delegates do not need to change anything.

Provider Web Portal customer service agents may be reached by calling (877) 638-3472, option 2 for "Provider," then option 7 for "Provider Web Portal."

For additional tips, review the updated [Provider Web Portal Quick Reference Guide](#) posted at the top of the [www.medicaid.nv.gov](http://www.medicaid.nv.gov) homepage under "Latest News."