



December 31, 2014

Announcement 858

## **Urgent Reminder: Use Electronic Verification and Automated Response Systems to Quickly Verify Claim and Payment Status and Avoid Call Center Hold Times**

Providers who are reconciling claims for the end of the year are reminded they can avoid holding for a Customer Service Call Center representative by using the Electronic Verification System (EVS) or the Automated Response System (ARS) instead of calling the Customer Service Call Center. Accessing EVS and ARS may be faster during this year-end period when the Call Center volume is high. EVS and ARS are available for your convenience 24 hours a day/7 days a week to quickly verify claim status, payment status, recipient eligibility and prior authorization status.

- EVS is accessed through the Nevada Medicaid website at [www.medicaid.nv.gov](http://www.medicaid.nv.gov). Select the "EVS" tab to review the User Manual and to register or login to EVS. [EVS User Manual Chapter 3](#) provides step-by-step instructions on searching and viewing claims that providers have submitted. The status of an electronically submitted claim is usually available in EVS the business day following submission. If the claim was previously submitted (a duplicate claim) or if there was an error in transmission, the claim status will not be available until the issue is resolved. The status of a paper claim is available on EVS after HP Enterprise Services enters the claim data into the Nevada Medicaid Management Information System (MMIS), which takes from 3 to 7 days in addition to initial mailing time.
- ARS is available by calling (800) 942-6511.