

# Nevada Medicaid and Nevada Check Up News



Division of Health Care Financing  
and Policy (DHCFP)



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## Quarterly Update on Claims Paid

Nevada Medicaid and Nevada Check Up paid out to providers \$869,327,069.67 in claims during the three-month period of April, May and June 2016. Nearly 100 percent of current claims continue to be adjudicated within 30 days.

DHCFP and Hewlett Packard Enterprise thank you for participating in Nevada Medicaid and Nevada Check Up.

## Don't Miss Your Opportunity to Attend the 2016 Annual Medicaid Conference

The 2016 Annual Medicaid Conference will be held October 4, 2016, in Reno and October 6, 2016, in Las Vegas. Health care professionals are highly encouraged to attend. The conference will feature several presenters, including a keynote speaker and representatives from Health Insight and the Nevada Division of Health Care Financing and Policy. Provider Services Field Representatives from Hewlett Packard Enterprise, Health Plan of Nevada, and Amerigroup will be on hand to introduce themselves to you.

The conference will host a series of breakout sessions. Providers can choose from the following breakout sessions when they register for the conference:

- Long Term Support Services: Hospice
- Behavioral Health
- Provider Enrollment
- Pharmacy
- Preventive Services: U.S. Preventive Services Task Force and Medicaid Preventive Services

### Conference dates, times and locations:

City	Dates and Times	Location
Reno	Tuesday, October 4, 2016 Registration 7:30 a.m. Conference 8:00 a.m. to 12:30 p.m.	Nugget Casino Resort 1100 Nugget Ave., Sparks
Las Vegas Session One	Thursday, October 6, 2016 Registration 7:30 a.m. Conference 8:00 a.m. to 12:30 p.m.	The Hampton Inn Tropicana Event Center 4975 Dean Martin Dr., Las Vegas <b>Complimentary valet parking available in the parking garage with proof of conference registration</b>
Las Vegas Session Two	Thursday, October 6, 2016 Registration 1:00 p.m. Conference 1:30 p.m. to 5:30 p.m.	The Hampton Inn Tropicana Event Center 4975 Dean Martin Dr., Las Vegas, NV <b>Complimentary valet parking available in the parking garage with proof of conference registration</b>

Vendors will be on site and available at the end of the breakout sessions. You can register for the 2016 Annual Medicaid Conference and breakout sessions by visiting this website: [2016 Annual Medicaid Conference Registration](#). Please bring a copy of your registration with you to the conference.

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## Revalidate Promptly When You Receive Your Revalidation Notice

The federal regulation at 42 CFR 455.414 requires that state Medicaid agencies revalidate the enrollment of all providers, regardless of provider types, at least every five (5) years, with the exception of Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) suppliers which will remain at every three (3) years per 42 CFR 424.57. Notices showing the revalidation deadline are mailed to providers when they are due for revalidation. Please do not wait until the deadline on your notice to submit your revalidation. To prevent any lapse of your enrollment with Nevada Medicaid, please complete the revalidation application as soon as you receive your first notice.

You should submit your revalidation application with enough time for processing. By planning ahead, you will have time to collect all of the information and supporting documentation needed for your revalidation to be completed and approved.

If the revalidation application process is not completed by the due date on the notice, you will be terminated from the Medicaid program on that date in accordance with 42 CFR 455 Subpart E.

If your provider contract is terminated:

- You will be ineligible to provide services to any Nevada Medicaid or Nevada Check Up recipients, including both Fee-for-Service and Managed Care Organization (MCO) enrolled recipients.
- You will need to submit a new enrollment application in order to participate in Nevada Medicaid and Nevada Check Up.
- If your revalidation application has not been processed by your termination due date, you will not have access to the Provider Web Portal the day after your termination date. This will prevent you from submitting any prior authorizations (PAs) for approval.

Provider revalidation can be completed online by accessing the [Provider Web Portal](#) or by completing a paper application. Please review the Online Provider Enrollment User Manual and Revalidation Documents located on the [Provider Enrollment webpage](#) for instructions to complete revalidation.

If you have not received a notice to revalidate, a notice will be sent when you need to take action.

## Attention New Providers: Welcome to Nevada Medicaid!

New Provider Orientation courses are available on a bi-weekly basis to providers who are new to Nevada Medicaid. New providers are encouraged to enroll for the sessions, which will explain the following:

- Navigating the Medicaid Provider Web Portal
- Enrolling for the Electronic Verification System (EVS)
- Understanding the benefits of electronic billing
- Information about the assistance that Provider Services Field Representatives offer to providers
- Future training opportunities

The Provider Services Field Representatives look forward to meeting new providers. Register to attend a New Provider Orientation session at the [2016 Nevada Medicaid Provider Training Registration Site](#). For additional information, send an email to [NevadaProviderTraining@hpe.com](mailto:NevadaProviderTraining@hpe.com).

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## 2016 Annual Medicaid Conference

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Training for billing staff and claim review will not be addressed during the conference. If you are interested in scheduling training for billing staff or need claim assistance, please contact your Provider Services Field Representative. Contact information can be found at [Provider Services Field Representatives Team Territories](#).

Providers seeking additional assistance with revalidation or enrollment in Nevada Medicaid/Nevada Check Up are encouraged to attend a separate workshop on Friday, October 7, 2016, at the DHCFP District Office at 1210 South Valley View Blvd., Suite 104, in Las Vegas from 10:30 a.m. to 3:30 p.m. In Reno, Provider Services Field Representatives and enrollment specialists will be available immediately following the conference.

### Web Portal Enhancements Simplify Online Processes for Providers

The following enhancements have been implemented in the Provider Web Portal to assist providers in obtaining information they need to provide services to Medicaid recipients.

#### ***Prior Authorization “View Authorization Status” Page Enhancement:***

On September 2, 2016, an enhancement was made to the Prior Authorization “View Authorization Status” page in the Provider Web Portal to add a new “Status Information” section. The “Status Information” allows users to filter prior authorizations (PAs) to include only PAs that contain a specified service line status. The drop-down status list contains the following values:

- Cancel
- Certified In Total
- Modified
- Not Certified
- Pended

Please see [Web Announcement 1222](#) and the [Electronic Verification System \(EVS\) User Manual Chapter 4 Prior Authorization](#) for details and instructions.

#### ***New Provider Categories and Provider Specialties Enhance the “Search Provider” Feature:***

On August 23, 2016, the “Search Provider” feature on the Nevada Provider Web Portal was updated with new Provider Categories and updated Provider Specialty descriptions. The new Provider Categories and Provider Specialties streamline and simplify the process of searching for Nevada Medicaid providers.

More than 40 new Provider Categories have been added. Please see [Web Announcement 1210](#) and [EVS User Manual Chapter 7 Search Provider](#) for details and instructions.

#### ***Provider Type 20 Specialties 170 and 63 Can Use Treatment History Search Feature:***

On February 22, 2016, an update was made to the Treatment History search feature on the Provider Web Portal to allow certain provider type 20 (Physician) providers to search claim history. PT 20 providers, with either specialty 170 (Maxillofacial Surgery) or specialty 63 (Ophthalmology), are now able to view claim history for Vision and Dental procedures that have limitations. The online Treatment History search can be used instead of the paper Durable Medical Equipment and Vision History Request (FA-2) and Dental History Request (FA-26A) forms.

Please see [Web Announcement 1084](#) and [EVS User Manual Chapter 9 Treatment History](#) for instructions on accessing Treatment History search and the explanations for error messages.

#### ***Nevada Medicaid Website Updated with New Design:***

On August 23, 2016, the Nevada Medicaid website, [www.medicaid.nv.gov](http://www.medicaid.nv.gov), was updated with a new look and additional features that will assist providers in accessing useful content and resources while also easily navigating to the Electronic Verification System (EVS) and prior authorization tools. Providers will now see the latest web announcements on each webpage as they navigate the website.

The website now offers a Calendar that clearly displays provider training events and conferences. Each listing provides a link to additional information or registration instructions.

Please see [Web Announcement 1204](#) and [EVS User Manual Chapter 1 Getting Started](#) to view the new features and navigation instructions.

### ***Contact Information***

If you have a question concerning the manner in which a claim was adjudicated, please contact Hewlett Packard Enterprise by calling (877) 638-3472, press option 2 for providers, then option 0 and then option 2 for claim status.

If you have a question about Medicaid Service Policy, you can go to the DHCFP website at <http://dhcfp.nv.gov>. Select “Resources” and then select “Telephone Directory” for the telephone number of the Administration Office you would like to contact.