PROVIDER QUICK REFERENCE GUIDE:
Provider Web Portal

The Provider Web Portal is the tool through which providers can access information and use the electronic verification and online prior authorization systems. To access the Provider Web Portal, log on to: https://www.medicaid.nv.gov. The navigation tabs, latest news messages and web announcements are on each page of the website.

This Quick Reference Guide identifies the process for registering, setting up users and navigating within the system.

Registration Tips to Remember:
- There should be only **one Provider Administrator per NPI-Tax ID-Zip.**
- The Provider Administrator is the first person to register.
- The Provider Administrator registers all of the Delegates for each NPI-Tax ID-Zip and maintains user access for the facility.
- Provider Administrators control the level of access for their assigned Delegates within the Provider Web Portal.

Steps to Get Started With the Provider Web Portal: Provider Administrator Registers First

NOTE: The person in your office who you chose to be the Administrator of web portal access and duties for all other employees of the facility must be the first to register and will register as a provider. In this document that person is referred to as the Provider Administrator. It is recommended that the Provider Administrator complete the initial entry using the **provider's** information and not the Provider Administrator's personal information. This will allow consistency if Provider Administrators change. If the Provider Administrators change, then the new Administrator can call the Nevada Medicaid customer service agents (877-638-3472) to reset the password.

1) Log on to https://www.medicaid.nv.gov.
2) Click on either the "PWP" or "Prior Authorization" tab.
3) If you clicked "PWP," then click "Provider Login (PWP)." If you clicked "Prior Authorization," then click "PA Login." Both options take you to the same login/registration screen.
4) Select "Register Now" (from left side of page).
5) Select "Provider."
6) Enter required fields: First Name, Last Name, NPI/API, Tax ID and Zip Code (of the servicing provider); then click "Continue." If you are registering as a Provider Administrator, enter the provider's first and last name, or split the facility or organization name across the first and last name spaces.
7) Enter a "User ID" of your choice. Click the "Check Availability" button to see if the "User ID" is available. The "User ID" must include alpha and numeric characters and **no** special characters, i.e., @#$%&. The "User ID" 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."
8) Enter the password you wish to use (must be 8 to 20 characters).
9) Confirm your password (must match step 8 above).
10) Confirm the name of the provider/facility is populated correctly in the Display Name field.
11) Enter the phone number for the Provider Administrator.
12) Enter the email address for the Provider Administrator.
13) Confirm the email address for the Provider Administrator (must match step 12 above).
14) Choose a Site Key (use left or right arrows to scroll for additional Site Key options).
15) Enter a passphrase to help remind you of your Site Key.

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16) Select three challenge questions and provide the answers for each.
17) Read the User Agreement. If you agree, then mark the authorization statement checkbox.
18) Click "Submit."

A message will display indicating you have successfully registered for the Provider Web Portal. Select "OK" to close this message. A confirmation email containing your login information will be sent to your email address within 15-30 minutes.

Steps for a Provider Administrator to Set Up Delegates

1) While logged in to the Provider Web Portal, the Provider Administrator will go to the "My Home" tab and then select "Manage Account."

To add a New Delegate:

A new delegate is defined as office staff and/or other support staff employed by the provider who have never registered in the Portal (even under another provider).

1) Select the "Add New Delegate" tab. Enter all required fields with the Delegate's information: First Name, Last Name, Birth Date and Last 4 digits of Driver's License Number (DLN) or Identification Number.
2) Under Functions select the functions that the delegate is authorized to access. The Base Delegate Access function **must be** selected.
3) Click "Submit."
4) Confirm the information is correct.
5) A pop-up window will indicate the Delegate has been added and give you the Delegate's code. Please make a note of the code; you must provide it to the Delegate for reference.
6) Click "OK."
7) The Delegate information will display at the bottom of the screen.

To add a Registered Delegate:

A registered delegate is defined as office staff and/or other support staff employed by the provider who have previously registered in the Portal (i.e., with a different provider).

1) Select the "Add Registered Delegate" tab. Enter all required fields with the Delegate's information: Last Name, and Delegate Code.
2) Under Functions select the functions that the delegate is authorized to access. The Base Delegate Access function **must be** selected.
3) Click "Submit."
4) Confirm the information is correct.
5) A pop-up window will indicate the Delegate has been added.
6) Click "OK."
7) The Delegate information will display at the bottom of the screen.

Steps for Delegates after Initial Setup by the Provider Administrator

1) Click "PWP."
2) Click "Register Now."

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3) Click the "Delegate" icon.

4) Enter First Name, Last Name, DOB, DL N and the Delegate code you received from the Provider Administrator who added you as a Delegate.

5) Click "Continue."

6) Enter a "User ID" of your choosing. Click "Check Availability" to see if the "User ID" is available. The "User ID" must include alpha and numeric characters and **no** special characters, i.e., @#$%&.

7) Enter the password you wish to use (must be 8 to 20 characters).

8) Confirm your password (must match step 7 above).

9) Verify your name is autopopulated correctly.

10) Enter your phone number.

11) Enter your email address.

12) Confirm your email address (must match step 11 above).

13) Choose a Site Key (use left or right arrows to scroll for additional Site Key options).

14) Enter a passphrase to help remind you of your Site Key.

15) Select three challenge questions and provide the answers for each.

16) Read the User Agreement. If you agree, then mark the authorization statement checkbox.

17) Click "Submit."

Steps for Provider Administrators and Delegates to Log in the First Time

1) Log on to https://www.medicaid.nv.gov.

2) You can click "PWP" and then "Provider Login (PWP)" **or** you can click "Prior Authorization" and then "PA Login."

3) Enter your "User ID."

4) Click "Login."

5) Answer the challenge question to verify your identity.

6) Validate that the Site Key and passphrase you selected are correct.

7) Enter your password.

8) Click "Sign In."

NOTE: If you receive a challenge question that you did not select when you registered, this is an indication that you may have entered your "User ID" incorrectly. Return to the "Provider Login (PWP)" or "PA Login" page and enter your "User ID" again.

Tools for Viewing Provider Information

Provider Administrators and Delegates have the ability to view NPI/provider information by using the switch tab/hyperlink feature. Provider Administrators will have to add themselves as a Delegate for each NPI to be able to view NPIs/providers. Delegates automatically have the ability to view all NPIs/providers to which they have been linked.

After you log in to the Provider Web Portal, two tabs are displayed: "Selected Provider" and "Switch Provider."

- The "Selected Provider" tab displays the Provider Information as it relates to the provider(s) you are registered to view.

- The "Switch Provider" tab allows you to change from one provider to another.

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Steps to View Recipient Eligibility - Method 1

Using this method for viewing recipient eligibility requires four pieces of information: Last Name, First Name, Birth Date and "Effective From" Date. Additionally, either the Recipient ID or SSN are required.

1) After logging in, click on the "Eligibility" tab at the top of the page.
2) Enter all required fields: Last Name, First Name, Birth Date and "Effective From" Date, and either the Recipient ID or SSN.
3) Click "Submit."
4) Eligibility Verification Information is displayed at the bottom of the screen, with the "from/effective" and "to/end" dates, and coverage information displayed.
5) To make it easy to perform the next eligibility verification, the Eligibility Verification Request table is shown above the recipient eligibility verification table.

Steps to View Recipient Eligibility - Method 2

NOTE: In the Provider Web Portal, "Member," and "Recipient" have the same meaning. The "Last Members Viewed" tab displays the most recent members/recipients viewed.

1) From "My Home" page, click on the "Member Focus Viewing" link under Provider Services.
2) Click "Search" to perform an eligibility verification or recipient search.
3) You may enter just the recipient ID number to perform a search, or
   a. If you do not have the recipient ID number, you may enter two of the following fields in any combination: First Name, Last Name, Birth Date, other.
4) The Member in Focus <name> <ID> bar is displayed at the top of the screen, while other recipient details, including Coverage Details (eligibility) are included.
5) The first three claims for each recipient are displayed on this page. To get more claims, click the option: "View more claims for this member."
6) The first three authorizations for each recipient are displayed on this page. To get more authorizations, click the option "View more authorizations for this member."

Steps to Search Payment History

1) After you are logged on, select "Search Payment History."
2) The Search Payment History screen will display for the provider under which you are logged on. The Provider ID, ID Type, Location ID and Name will be displayed.
3) The required fields on a Payment History search are "Issue Date – From and To." Notice the calendar option is available so you can select the date from the calendar, or you can enter it yourself in the format MM/DD/YYYY.
4) Optional entry fields are Payment Method and Payment ID.
5) Click "Search."
6) The search results will show the Issue Date, Payment Method, Payment ID, Total Paid Amount and RA (remittance advice) Copy (PDF).
7) Click on the "RA" icon to view the RA for a particular payment.

NOTE: If the RA is larger than 5 MB, the icon will be disabled. You will need to contact the Call Center for assistance at (877) 638-3472, option 2, then option 7.

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Steps to Search Claims

1) After you are logged on, select the "Claims" tab, then "Search Claims."
2) Notice that at least one field is required from the "Claim Information" or "Member Information" fields.
3) If Service Information is selected, then either "Paid Date" or the "Service From and To Date" are required fields for the search when claim information is not entered.
4) Click "Search."

Steps to Upload Forms

1) After you are logged on, select the "Upload Files" tab to open the "Upload Files" page.
2) File Type - Select the form that will be uploaded using the drop-down list.
   Note: Prior authorization forms will require additional input of the appropriate authorization tracking number and recipient ID.

   a. Authorization Tracking Number – Enter the authorization tracking number for the prior authorization.

   b. Recipient ID – Enter the recipient ID associated with the authorization tracking number.

3) Upload File - Click Browse to initiate a browser window from which you can select the file you want to upload.
4) Choose a file that you want to upload from the appropriate location and click Open. The file name and location appears on the upload file section.
   Note: Clicking "Cancel" or selecting the X icon on the browser window closes the browser window without selecting any files to upload.
5) Click "Upload."
6) A confirmation message appears to confirm the file was successfully uploaded.