



January 6, 2022

Web Announcement 2674

**Attention All Providers, Delegates and Staff:**

## **Secure Correspondence Communication Tool**

The Division of Health Care Financing and Policy (DHCFP) and Nevada Medicaid would like to remind all providers, delegates and staff about the Secure Correspondence tool located within the Electronic Verification System (EVS). The Secure Correspondence tool allows any user with an EVS account to contact Nevada Medicaid via secure, electronic communications and can be used in place of calling the Nevada Medicaid Call Center.

Secure Correspondence allows users to submit questions regarding any type of inquiry to Nevada Medicaid. When submitting communication through the Secure Correspondence link, a Reference Number will be automatically generated for your records. The Reference Number will allow the Call Center agent to reply to you with the requested information after conducting the necessary research.

Utilizing Secure Correspondence will reduce the need to call the Nevada Medicaid Call Center to speak with a live agent as callers may be placed on hold for necessary research or placed on hold due to large call volumes.

For more information regarding Secure Correspondence, please refer to the [EVS User Manual Chapter 1: Getting Started](#). See below for the basic navigation steps to submit a message via Secure Correspondence.

### **Submitting Secure Correspondence to Nevada Medicaid**

Step 1: Login to your EVS account.

Step 2: Locate **Secure Correspondence** from the right-hand side of your home page.

Step 3: Select **Create New Message**.

Step 4: Complete all required fields and provide details. Please be as specific as possible. Information that is too general will delay a response as Nevada Medicaid may have to reach out to you for more details.

Step 5: Click the **Send** button to submit to Nevada Medicaid.

Step 6: You will need to login to your EVS account to review the answer to your inquiry as a notification will not be sent. Follow the instructions provided by Nevada Medicaid.