



July 11, 2022

Web Announcement 2839

Attention Provider Types 30 (Personal Care Services - Provider Agency) and 83 (Personal Care Services - Intermediary Service Organization):

Electronic Visit Verification (EVV) Claims Reprocessed

Electronic Visit Verification (EVV) claims received for processing in the Medicaid Management Information System (MMIS) from the Authenticare® Nevada system that paid a lower rate in error have been reprocessed automatically to pay the correct rate. The impacted claims paid the incorrect rates to providers on January 28, 2022, and on February 4, 2022. Results of the reprocessed claims appear on remittance advices dated July 8, 2022.

When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.