# Chapter 1. Getting started

The Nevada Medicaid and Nevada Check Up Health Care Online Provider Enrollment Portal allows providers, or their delegates, to enter all pertinent provider enrollment information using an online application. The online application captures key provider data such as contact information, provider type, specialties, and provider demographics such as names and locations.

The Online Provider Enrollment application allows you to navigate through each page of enrollment, from the contact information in the first page, to the final print preview and tracking number on the last page.

## System requirements

To access the Nevada Medicaid and Nevada Check Up Health Care Online Provider Enrollment Portal, you must have internet access and a computer with a web browser (Internet Explorer 7.0 or higher or Firefox 3.0 or higher recommended).

# 1.1. Accessing the Nevada Medicaid and Nevada Check Up Health Care Online Provider Enrollment Portal

### To access:

1. On the Nevada Medicaid and Nevada Check Up Health Care content website home page, <u>www.medicaid.nv.gov</u>, click the "Provider" tab, and select "Provider Enrollment."



- 2. The Provider Enrollment page is displayed.
- 3. Click the "Online Provider Enrollment" link.
- 4. The Online Provider Enrollment Portal Home page opens as shown below.



5. Click "Provider Enrollment Application" to initiate a new provider enrollment application.



Provider Enrollment: Welcome page is displayed.



6. Click **"Resume Enrollment"** to resume an existing enrollment application that has not been submitted.



Provider Enrollment: Resume Enrollment page is displayed.

Nevada	Nevada Department of Health and Human Servic Division of Health Care Financing and Policy Prov	<b>es</b> <i>i</i> ider Portal		Contact Us Frequently Asked Questions
<u>Provider E</u>	inrollment > Resume Enrollment			
Provide	er Enrollment: Resume Enrollment			?
Enter yo (877) 63 If forgot	our assigned Tracking Number, Tax ID Number, and 38-3472( <sup>©</sup> from 8a.m. to 5p.m. Monday through F :ten, the password cannot be reset and your reque:	J Password in order to resume your riday. st is no longer available. You will nee is no longer available.	existing request. For questio ed to begin a new request.	ns, contact the Provider Enrollment Unit at
* Indica	tes a required field.			
	*Tracking Number			
*Em	ployer Identification Number (EIN) or Social Security Number (SSN)			
	*Password			
				Submit Cancel

Enter your assigned Tracking Number, Federal Tax Identification Number (TIN or EIN) or Social Security Number (SSN), and Password in order to resume your existing request.

**Note:** If both a FEIN and SSN were entered on your application, use the FEIN to locate your application.

7. Click "Enrollment Status" to check on the status of an application.



Nevada	Nevada Department of Health and Human Servio Division of Health Care Financing and Policy Pr	C <b>es</b> ovider Portal		Contact U
Provider E	nrollment > Enrollment Status			
Provide	er Enrollment - Status			?
Enter yo any furt	our assigned Tracking number and Federal Tax In her inqueries, please contact the Provider Enrolln	dentification Number (TIN or EIN) that was use tent Unit at (877) 638-3472 ( <sup>®</sup> from 8a.m. to	ed on the provider a 5p.m. Monday throu	pplication to verify the current status. For gh Friday.
* Indica	ites a required field			
	*Tracking Number			
*Empl	loyer Identification Number (EIN) or Social Security Number (SSN)			
	*Password			
				Search Cancel

Enter your assigned Tracking Number and Federal Tax Identification Number (TIN or EIN) or SSN that was used on the provider application to verify the current status.

Note: If both a FEIN and SSN were entered on your application, use the FEIN to locate your application.

The following table shows the potential enrollment statuses:

Enrollment Status as seen in OPE	Description of the Enrollment Status
Application Pending Review	Application is waiting for finalization; no further
	action needed by provider.
Manual Review	Application is pended for additional manual
	review or research/question.
Denied	Application has been denied.
Enrollment Completed – Approved	Application is approved and enrollment is
	complete.
Incomplete	Provider is working to complete an application;
	application has never been submitted, or it was
	reset by the provider.

Enrollment Status as seen in OPE	Description of the Enrollment Status
Returned to Provider – Corrections Required	Application has missing or incomplete
	information and is being returned with a return
	letter. Provider can make corrections in the
	OPE tool and resubmit.
Pended for Outreach	Application is pended for outreach to the
	provider due to incomplete information or
	missing/corrected attachments.
Outreach Conducted – Corrections Required	Outreach has been performed and awaiting
	corrections discussed.
Under Review	Analyst is reviewing the Application Tracking
	Number (ATN) and a final decision has not been
Dended to DUCED for Deview	determined.
Pended to DHCFP for Review	Application is pended to DHCFP for review.
Pended to Rates for Review	Application is pended to DHCFP for rates.
Application Awaiting Finalization	Application is waiting for finalization after
	DHCFP Determination.
Pended to QA Team for Review	Application has been decisioned but has been
	routed to QA first.
QA Complete - Return to Analyst	Application has been reviewed by QA and
	needs to be completed by analysis.
Supervisor Review	Application is with a supervisor to review,
	before sending out the Return To Provider
	(RTP) letter.
Submitted	Application has been submitted and is available
	for analyst review.
Rejected by Reviewer	Rejected by Reviewer – Rejected by Nevada
	Medicaid as a duplicate request.
Awaiting Additional Authorizations	Application is awaiting additional authorization
	by Medical Management for Day Treatment
	Model or by Pharmacy team for out-of-state
	Pharmacy approval.
T – Expired Past 120 Days	ATN is expired; 120 days since the last activity
	by the provider.

## 1.2. Navigation

A table of contents appears at all times during the enrollment process to show your current location in the enrollment process.

As you navigate through each page of the enrollment application, all previous pages in the application are displayed in the table of contents as a link. You can navigate back to that link to apply changes, if needed. You cannot navigate forward within the table of contents, beyond the current page in which you are working. You can navigate back to a previous page, apply updates, and then return to the current page by using the table of contents.

You can enter a partial application and resume the enrollment process at a later time by clicking

the **"Finish Later"** button on any page once you have entered the required information on the Request Information page.

You can cancel the provider enrollment process at any time by clicking the **"Cancel"** button; however, data that has been entered will be lost and you will be navigated out of the provider enrollment application.

## 1.3. Welcome

1. Gather the required information listed on the Welcome page.

Nevada Health Division of He	a Department of and Human Services ealth Care Financing and Policy Provider Portal
Provider Enrollment	
<u>Provider Enrollment</u> > Pr	ovider Enrollment Application Tuesday 10/10/2023 09:19 AM PST
Densider Freedlands	Web
Provider Enrollment:	
Provent Toferentia	Welcome to the Online Provider Enrollment System
Addresses	Thank you for your interest in the Nevada Medicaid and Nevada Check Up Program. To bill for services rendered to Nevada Medicaid recipients, you must enroll as a Nevada Medicaid Provider. Gainwell Technologies is the current fiscal agent for the Nevada Medicaid and Nevada Check Up program. Hereafter, Gainwell Technologies is referred to as Nevada Medicaid.
Provider Identification	All of the materials within this document must be completed and submitted to Nevada Medicaid for your request to be processed. A checklist of
Other Information	required documentation has been provided for your convenience. Please review the <u>Provider Information Enrollment Booklet</u> for additional information.
Ownership & Disclosure	Submission of incomplete materials will delay your request. In addition to required documentation, additional supporting documentation can be
Agreement	uploaded with your application if necessary. If your responses to any questions on this enrollment application did not fit into the field on the page, type the question and response and upload the documentation using Other as the attachment type on the Attachments page of this online
Attachments	application. All documents must be uploaded at the time of provider enrollment forms submission in order for your application to be considered complete. Please retain copies of your materials for your records. You will receive written notification upon approval or denial of your request.
Summary	
	If you are requesting urgent/emergency enrollment as an individual provider and have a separate billing provider, they will need to enroll with Nevada Medicaid as a billing provider. Once they are enrolled, you will then need to be linked to the group for claims to process appropriately. The group can be a fully enrolled provider or an urgent/emergency provider.
	If you are requesting urgent/emergency enrollment as a group provider, and have a separate servicing provider, they will need to enroll with Nevada Medicaid as individual provider and be linked to the group for claims to process. The individual can be a fully enrolled provider or an urgent/emergency provider.
	You can verify if a provider is enrolled using the Provider Search tool https://www.medicaid.nv.gov/hcp/provider/Resources/SearchProviders/tabid/220/Default.aspx
	Once both the servicing and billing provider are enrolled you will need to submit the claim for payment. Billing instructions can be found on <a href="https://www.medicaid.nv.gov/providers/BillingInfo.aspx">https://www.medicaid.nv.gov/providers/BillingInfo.aspx</a> .
	If you have questions concerning enrollment, contact Provider Enrollment at (877) 638-3472 (select options for "Provider Enrollment") between 8:00 a.m. and 5:00 p.m. PT Monday through Friday.
	Please click the "Continue" to proceed.
	Continue Cancel

2. Click "Continue" or press the "Enter" key to begin the enrollment application. The Request Information page appears.

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Provider Enrollment

## Nevada Department of Health and Human Services

Division of Health Care Financing and Policy Provider Portal

Provider Enrollment	: Request Information		
Velcome	Complete the fields on each screen and select the Continue button to move forward to each page. All mandatory data is required to "Finish Late		
Request Information	<ul> <li>Ine contact person will potentially be contacted to answer any questions regarding the information provided in this request.</li> <li>* Indicates a required field.</li> </ul>		
ddresses			
rovider Identification	Initial Enrollment Information		
ther Information	*Enrollment Type		
wnership & Disclosure	Provider Type		
reement	*Requested Enrollment Effective Date 0 10/09/2023		
tachments	Specialties		
immary			
, and a second se	<ul> <li>The provider type is established on the Request Information screen. All subsequent specialties available for the selected provider type can be added on this screen. Only one specialty can be designated as the primary specialty. See the <u>Provider Enrollment Information Booklet</u> for the complete list of provider types and specialty codes. You can also enter an optional board certification for each specialty.</li> </ul>		
	<ul> <li>* Indicates a required field.</li> <li>✓ Indicates a primary record.</li> </ul>		
	Click "+" to view or update the details in a row. Click "-" to collapse the row. Click the <b>Remove</b> link to remove the entire row.		
	Cick to collapse.		
	Provider Type _ *Specialty _ v		
	Specialty Code _ Primary		
	Specialty Board		
	Add Reset		
	Provider Information		
	Biller: Enrolling provider will receive direct payment from Nevada Medicaid and Nevada Check Up on behalf of the individual(s) rendering services. This billing type may not be listed as the rendering provider on claims.		
	Both: Enrolling provider will receive direct payment from Nevada Medicaid and Nevada Check Up for services rendered. Provider may be liste on a claim as both billing and/ or rendering provider.		
	Performer: Enrolling provider will not receive direct payment from Nevada Medicaid and Nevada Check Up for services rendered. Can only be listed on the claim as the rendering/servicing provider.		
	*Billing Type		
	*Are you currently enrolled as a Provider? $\bigcirc$ Yes $\textcircled{O}_{NO}$ *Were you previously enrolled as a Provider? $\bigcirc$ Yes $\textcircled{O}_{NO}$		
	Contact Information		
	This contact information is required for correspondence regarding the associated application. Provide the appropriate contact person and information who can assist with the request.		
	*Last Name		
	*First Name		
	*Confirm Email Address 0		
	*Preferred Method of Communication Email		
	Continue Finish Later Cancel		

Contact Us Frequently Asked Questions Click the Continue button after all of the required information has been entered on the Request Information page. After clicking the Continue button, the Credentials page will be displayed to create a password for this application. Make sure that you remember your password; if your password is forgotten it cannot be reset and your application information will be lost. You will need to begin a new application.

rovider Enrollment	
Provider Enrollment > Enrollment Credentials	
Provider Enrollment: Credentials	2
You will need to create a password to continue your applic submitted, your password must be kept for future reference begin a new application process. Enter your password in the fields as indicated and click the password can be used to access your enrollment application	ation at a later date. Your password must be at least 8 and no more than 20 alphanumeric characters. Once ce. If forgotten, the password cannot be reset and your application information will be lost. You will need to a Submit button. A tracking number will be provided. This tracking number and your accompanying on.
* Indicates a required field.	
Employer Identification Number (EIN) or Social Security Number (SSN)	123456789
*Password	
*Confirm Password	
	Submit Cancel

#### 3. Click "Submit."

Provider Enrollment: Credentials	?
You will need to create a password to continue your applic submitted, your password must be kept for future reference begin a new application process. Enter your password in the fields as indicated and click the password can be used to access your enrollment application	ation at a later date. Your password must be at least 8 and no more than 20 alphanumeric characters. Once e. If forgotten, the password cannot be reset and your application information will be lost. You will need to submit button. A tracking number will be provided. This tracking number and your accompanying n.
* Indicates a required field. Employer Identification Number (EIN) or Social Security Number (SSN)	123456789
*Password	•••••
*Confirm Password	Submit Cancel

4. The Tracking Information page is displayed with your tracking number. A confirmation email is also sent to the contact person's email that was designated on the Request Information page.



#### Confirmation Email:

From: Division of Health Care Financing and Policy Provider Portal To: Test User Subject: Provider Enrollment Application

Thank you for your interest in Nevada Medicaid Program. Your Nevada Medicaid Program tracking number is 3243. This tracking number must be kept for future reference. The tracking number, unique password, and Federal Tax ID or SSN are all required for future access to your enrollment application. You will not be able to retrieve your enrollment application without all of the required information. Remember to return to the Provider Portal at https://www.medicaid.nv.gov/hcp42/provider/Home/tabid/477/Default.aspx to complete your enrollment application.

5. Click the Continue button to return to the application.

Provider Enrollment:	Addresses		
Welcome	* Indicates a required field.		
Request Information	Provider Addresses		
Addresses			
Provider Identification	The service address is required. The service address is the physical location of the practice/business/facility where services will be rendered. This must be a street address and NOT a post office box.		
Associated Providers	Paper checks will be mailed to Pay-To address while Electronic Funds Transfer (EFT) testing is performed. If you do not supply a Pay-To address,		
EFT Enrollment	paper checks will be mailed to the service address.		
Other Information	Nevada Medicaid will mail written correspondence, excluding remittance advices, to Mail-To address. If you do not supply a Mail-To address, written correspondence will be mailed to the service address.		
Ownership & Disclosure	Enter each type of valid provider address including location(s) where a provider renders services, as well as location(s) used for billing and		
Agreement	payment.		
Attachments			
Summary	Click "+" to view or update the details in a row. Click "-" to collapse the row. Collapse the row and click the "Remove" link to remove the entire row or "Copy" link to copy the entire row.		
	Type Street City State Action		
	Click to collapse.		
	*Address Type		
	Street		
	Email Address@		
	Telephone Number Office		
	Telephone Number TDD		
	Contact Name		
	Telephone Number Centert		
	Add Reset		
	Continue Finish Later Cancel		

## 1.4. Finish Later

You can enter a partial application and resume the enrollment process at a later time by clicking the "**Finish Later**" button on any page once you have entered the required information on the Request Information page.

1. Click "Finish Later" and the Save Incomplete Application pop up message is displayed.

Group Associatio	Save Incomplete Application	]
To become affiliat leave this field bla	Do you want to save this application and resume later?	e date to begin the affiliation. Otherwise,
Would	Yes No	
		-

2. The application is saved and you are directed back to the Provider Enrollment home page.



Provider enrollment applications that have been started and assigned an Application Tracking Number (ATN) will expire after 120 days of inactivity. ATNs are considered inactive when the last save date is greater than 120 days from the current date. Once an ATN is expired, a new provider enrollment application will be required to complete the provider enrollment process.

# 1.5. Resetting a "Submitted" application to make changes

Once an OPE application is submitted, changes can be made using the reset functionality as long as the application is still in **Submitted** status.

## Steps to reset OPE application:

1. On the Online Provider Enrollment Portal Home page, click "Enrollment Status."



- Enter your assigned Tracking Number, Federal Tax Identification Number (TIN or EIN) or Social Security Number (SSN), and Password then click the "Search" button.
   Note: If both a FEIN and SSN were entered on your application, use the FEIN to locate your application.
- 3. Click the "Reset" button.

Provider Enrollment - Status	?
Enter your assigned Tracking number and Federal Tax Iden to the <u>OPF User Guide Chapter 1: Getting Started</u> for more 3472 from 8 a.m. to 5 p.m. PT Monday through Friday.	tification Number (TIN or EIN) or SSN that was used on the provider application to verify the current status. Refer e information about application status. For any further inquiries, please contact the Provider Center at (877) 638-
* Indicates a required field.	
*Tracking Number	8772
*Employer Identification Number (EIN) or Social	8765
*Password	
	Search Cancel
Provider Enrollment - Summary	
Here is the most current information regarding your provid 8 a.m. to 5 p.m. PT Monday through Friday.	ler enrollment application. For any further inquiries, contact the Provider Enrollment Unit at (877) 638-3472 from
Tracking Number 8772	
Date Submitted 04/22/2022	
Status Submitted	
Status Date 04/22/2022	
	Reset

4. This will reset the application and the status changes to Incomplete. A confirmation message will also appear indicating that the reset was successful and you can resume the application.

Provider Enrollment - Status	
Enter your assigned Tracking number and Federal Tax Iden to the <u>OPF User Guide Chapter 1: Getting Started</u> for more 3472 from 8 a.m. to 5 p.m. PT Monday through Friday.	ntification Number (TIN or EIN) or SSN that was used on the provider application to verify the current status. Ref information about application status. For any further inquiries, please contact the Provider Center at (877) 638-
* Indicates a required field.	
*Tracking Number	8772
*Employer Identification Number (EIN) or Social Security Number (SSN)	8765
*Password	
	Search Cancel
Provider Enrollment - Summary	
Here is the most current information regarding your provic 8 a.m. to 5 p.m. PT Monday through Friday.	der enrollment application. For any further inquiries, contact the Provider Enrollment Unit at (877) 638-3472 fror
Tracking Number 8772	
Date Submitted 04/22/2022	
Status Incomplete Status Date 04/22/2022	
The Reset has	been Successful. You can now go back and Resume your Application.

 Go back to the Online Provider Enrollment Portal Home page and click "Resume Enrollment" to resume the enrollment application and make the necessary changes.



6. The Provider Enrollment: Resume Enrollment page is displayed.

Nevada	Nevada Department of Health and Human Servic Division of Health Care Financing and Policy Pro-	I <b>CS</b> vider Portal		Contact Us
Provider E	nrollment > Resume Enrollment			
Provide	er Enrollment: Resume Enrollment			?
Enter yo (877) 63 If forgot	uur assigned Tracking Number, Tax ID Number, an 38-3472( <sup>®</sup> ) from 8a.m. to 5p.m. Monday through F ten, the password cannot be reset and your reque	d Password in order to resume your riday. st is no longer available. You will ne	existing request. For questio	ns, contact the Provider Enrollment Unit at
* Indica	tes a required field.			
	*Tracking Number			
*Em	ployer Identification Number (EIN) or Social Security Number (SSN)			
	*Password			
				Submit Cancel

 Enter your assigned Tracking Number, Federal Tax Identification Number (TIN or EIN) or Social Security Number (SSN), and Password in order to resume your application.
 Note: If both a FEIN and SSN were entered on your application, use the FEIN to locate your application.

# 1.6. Contact Us

The Online Provider Enrollment home page has a link to the Contact Us page.



When you click on the link it will take you to the Contact Us page that contains the Provider Enrollment Mailing address and Phone Number.

Contact Us

Before submitting a question, have you checked the Frequently Asked Questions?

Use this directory to contact us by phone or mail.

#### Mailing Address

Nevada Medicaid Attn: Provider Enrollment PO Box 30042 Reno, NV 89520-3042

#### Provider Enrollment

 Hours:
 8:00 a.m. - 5:00 p.m. PT Monday - Friday

 Phone:
 (877) 638-3472 (select option for "Provider Enrollment")

 Fax:
 (775) 335-8593

## 1.7. FAQs

The Online Provider Enrollment home page has a link to Frequently Asked Questions regarding the online provider enrollment application. You can click this link to see a list of frequently asked questions and answers.



## 1.8. Other links

The Other links section contains links to:

- Division of Health Care Financing and Policy
- Provider Enrollment Information Booklet
- Enrollment Checklists

#### Provider Enrollment

#### Provider Enrollment

#### Provider Enrollment

Provider Enrollment Application Initiate a new provider enrollment application.

Resume Enrollment Resume an existing enrollment application that has not been submitted.

Enrollment Status Check the current status of an enrollment application.

#### Other Links

Division of Health Care Financing and Policy Provider Enrollment Information Booklet Enrollment Checklist

