January 10, 2022

Web Announcement 2679

Mobile Digital Medicaid Cards Coming January 21, 2022

The new NV Medicaid App will provide Nevada Medicaid recipients/members with a digital Medicaid identification card that can be presented for services under the Medicaid program. The application provides the ability for the recipient to securely share the digital card with a provider, including the option to print if needed for record purposes. Providers are asked to notify your staff that digital cards may be presented by recipients starting January 21, 2022. Additional information can be found at the following Division of Health Care Financing and Policy (DHCFP) website: https://dhcfp.nv.gov/Resources/MDPResource/ or https://tinyurl.com/mst35z3u

A sample of the email providers will receive when the digital Medicaid ID is shared is below and on the attached NVMedicaid Application Launch Flyer. Please distribute this notice to the appropriate staff and encourage them to sign up for notifications on this and other Medicaid information here: https://tinyurl.com/26yz6eea.

Nevada Medicaid will begin the rollout of the Nevada Medicaid mobile application that will allow for the sharing of digital Medicaid identification cards to the public on January 21, 2022.

- **Provider concerns** associated with the app should be directed to the Nevada Medicaid Customer Service Call Center at (877) 638-3472.

- **Medicaid recipient concerns** should be directed to the Nevada Medicaid App Resources page (https://dhcfp.nv.gov/Resources/MDPResource/) or contact the Medicaid District Offices at (702) 668-4200 or (775) 687-1900.

PROCESS FOR CARD UTILIZATION

The process for sharing the card will generate an email to the provider containing a link to the application and a One Time Password (OTP) that will be used to access a copy of the digital card.

The recipient can use the following options for sharing the card to allow the provider to print and save a copy.

1) The user can share their own digital ID card to a service provider (i.e., medical doctor) through the "Share Card" icon.

2) The Share Card icon is visible on the top right corner on the toolbar when the user is viewing a digital card.

3) Before sharing a digital card, an OTP is generated (as shown below). The provider will need the recipient's Medicaid ID# and OTP to view the shared digital card.

4) The user enters the service provider's email address as requested to use the email feature. When the service provider receives the email, the OTP is required to launch the NVMedicaid App to view the digital card. The URL for the provider NVMedicaid App site is included in the email. An example of the content of the email to the provider is shown below.

This is an example of the email that the provider will receive.

One Time Password (OTP) required to view the member's digital card is included here.

Please click the below address to view the member's digital card. When prompted, enter Member ID and One Time Password (OTP).

Launch NVMedicaid App

Member ID is obtained from the member.
One Time Password: **939916**

* The above OTP is valid for one time use only and expires in 30 minutes.

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5) The OTP can be used only once and expires after thirty (30) minutes.

The OTP in combination with the recipient's Medicaid ID will allow access to the digital card and provide the option of printing from the web browser. Additionally, the recipient can email their Medicaid ID and OTP to the provider office from the device and that email will contain the URL as well as the OTP.

Providers, are you ready for the NVMedicaid App?

Nevada Department of Health and Human Services
DIVISION OF HEALTH CARE FINANCING AND POLICY

Starting January 21, 2022, Nevada Medicaid will introduce an app that permits recipients to access a digital ID card and present it to providers

Example of verification email that the provider will receive

One Time Password (OTP) required to view the member's digital card is included here.

Please click the below address to view the member's digital card. When prompted, enter Member ID and One Time Password (OTP).

Launch NVMedicaid App

Member ID is obtained from the member.
One Time Password: **939916**

The above OTP is valid for one time use only and expires in 30 minutes.

The app displays personalized info for members including:

- Enrolled MCO
- Claim History (coming soon)
- Contact info
- Resources
- Broadcast Messages
- Search for Providers

For more information, go to:
https://tinyurl.com/mst35z3u

Get State of NV Medicaid notifications in your E-mail
Go to: https://tinyurl.com/26yz6eea

Nevada Medicaid, Keeping Nevadans Healthy: **https://dhcfp.nv.gov/**