December 11, 2023

Nevada Medicaid Web Announcement 3234

Attention Pre-Admission Screening Resident Review (PASRR) Portal Users: System Upgrades Will Help Providers Monitor Status of Tickets

Nevada Medicaid is implementing upgrades to the Pre-Admission Screening Resident Review (PASRR) portal. Effective December 19, 2023, providers will be able to check the status of issues, incidents and complaints in real time.

Users will be able to login and check the status of their tickets. A notification will be sent to the user each time the ticket status is updated.

Available ticket statuses are:

- New
- Completed
- Canceled
- Assigned
- Requires Additional Information

A provider may upload additional documentation while the ticket is in "New" or "Requires Additional Information" status.

Additionally, a new field allowing free-form text has been added. This new field allows the user to enter specific details related to the ticket upon submission. The following screenshot shows where the new field can be found: