



April 15, 2024

Nevada Medicaid Web Announcement 3332

URGENT UPDATE: Electronic Medical Claim Submission Has Resumed Through Optum Change Healthcare (CHC) Network

Update to [Web Announcement 3309](#): Effective April 10, 2024, Nevada Medicaid has reconnected with Optum Change Healthcare (CHC) and the electronic submission of medical claims has resumed. Medical claims from providers who utilize CHC are being successfully submitted and processed. No timeline has been determined for when the submission of Electronic Visit Verification (EVV) claims (those claims submitted through alternative, non-Sandata EVV systems) and dental claims can be resumed through CHC.

Nevada Medicaid encourages providers to monitor the [Optum Solutions Status \(changehealthcare.com\)](https://changehealthcare.com) webpage and the [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#) webpage for further updates related to the network service interruption that occurred as a result of the CHC cyber security event.

As communicated to providers previously in [Web Announcement 3309](#), Nevada Medicaid providers have several options for claim submission during the CHC outage:

- 1) Providers may use the Electronic Verification System (EVS) to submit claims via direct-data-entry (DDE). For instructions on submitting, refer to the [Nevada Medicaid YouTube Channel](#) or [Chapter 3 of the EVS User Manual](#).
- 2) Providers may register as a Trading Partner with Nevada Medicaid to submit claims via Electronic Data Interchange (EDI). For information on registering, please see the [Trading Partner User Guide](#).

Providers not directly utilizing CHC can and should continue utilizing their current method for claims submission.