Chapter 12. Demographic Updates

The Nevada Medicaid and Nevada Check Up Provider Web Portal (PWP) allows providers, or their authorized delegates, to update their provider demographic information using the Electronic Verification System (EVS) without the need to submit a change/update application. Demographic updates submitted using the EVS will be automatically processed and will update the provider's information upon submission.

The following demographic information can be updated:

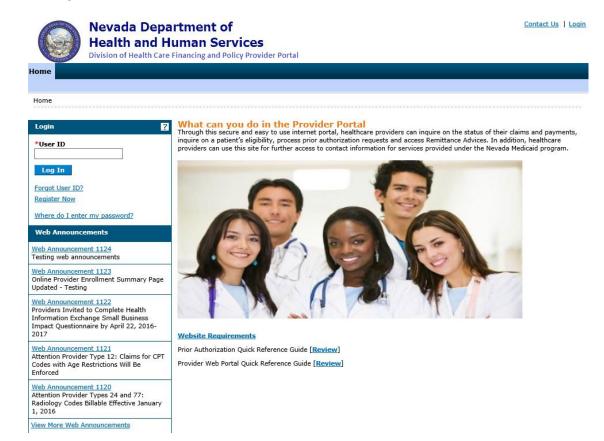
- Service, Mail To, Pay To and Remittance Advice addresses and their associated information, email address, telephone number and contact name.
- Days and hours of operation.
- Information regarding Managed Care and Fee-for-Service participation, accepting new patients and the ability to accommodate recipients with special needs.
- Group providers will also be able to update their facility rating, facility control and number of beds.
- Consent to electronic 1099 delivery.
- Withdraw consent to electronic 1099 delivery.

A confirmation message will display to the user when a demographic update request is submitted.

12.1 Demographic Updates

To begin a Demographic Update:

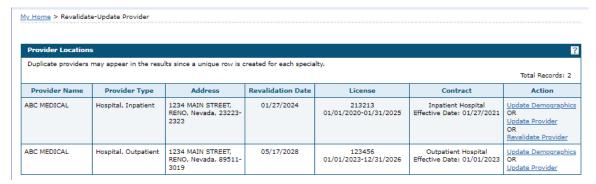
1. Log in to the Provider Web Portal.



2. The Provider My Home page is displayed.



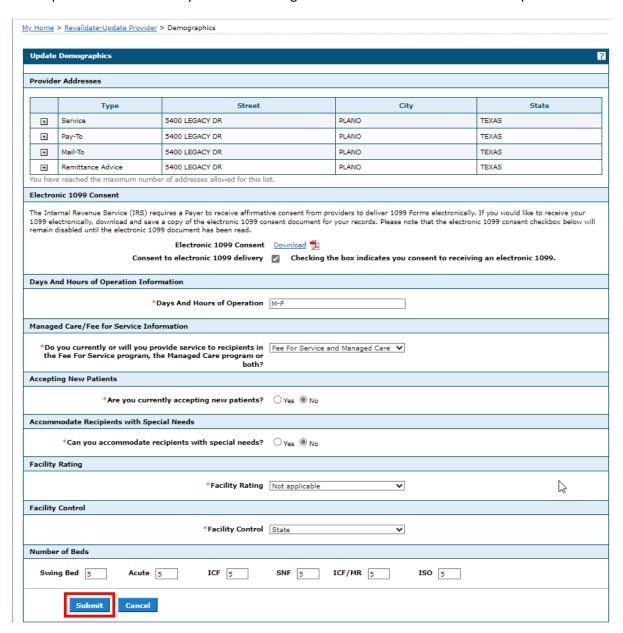
- 3. Click on the "Revalidate-Update Provider" link under Provider Services.
- 4. The Provider Locations page will display with a list of locations linked to the National Provider Identifier (NPI). It will also display the revalidation due date, license effective dates, and contract information for each service location.



5. Click "Update Demographics" under Action.



6. Update the information you need to change and select "Submit" to submit the update.



7. A pop-up confirmation message will display to the user when a demographic update request is submitted:

Notes:

Provider Address information can only be updated; it cannot be removed. Address
information will need to be validated by clicking "verify address" prior to submitting the
demographic update.

[&]quot;Request was successfully submitted. Your Tracking ID is: XXXX."

- The "Cancel" button can be used to clear out information and will cancel the update.
- If a Demographic Update is in process, Revalidation and/or Update changes cannot be performed.
- If the NPI or Provider Location already has an Update or Revalidation application in process, demographic changes are not allowed. A display message "ATN XXX in process. A demographic update cannot be started until the current update is finalized" will appear.