Chapter 4. Prior Authorization

The Nevada Medicaid and Nevada Check Up Provider Web Portal allows providers, or their delegates, the ability to create/submit, update, and view prior authorizations online using the Provider Web Portal.

4.1. Acroynms

- ABA Applied Behavior Analysis
- ADHC Adult Day Health Center
- BH Behavioral Health
- DME Durable Medical Equipment
- Inpt Inpatient
- IOP Intensive Outpatient Program
- M/S Medical/Surgical
- Outpt Outpatient
- PA Prior Authorization
- PCS Personal Care Services
- PHP Partial Hospitalization Program
- RTC Residential Treatment Center
- SDS Self-Directed Skills

4.2. Creating a Prior Authorization

To create a prior authorization on the Provider Web Portal:

- 1. Log into the Provider Web Portal.
- 2. On the "My Home" page, under Care Management tab click the "Create Authorization" link:



On the "My Home" page, click on the Care Management tab and click the "Create Authorization" link:

| My Home | Eligibility | Claims | Care Management | Resources |
|-------------|---------------------------------|-------------|---------------------------|---|
| Create Auth | orization Vie | w Authoriza | ation Status Maintain I | Favorite Providers Authorization Criteria |
| Care Mana | agement | | | |
| | | | | |
| Autho | orizations | | | |
| | Authorization atus of Author | izations | | |
| | Favorite Prov | | | |
| • Authoriz | ation Criteria | | | |
| | | | | |

3. The Create Authorization page displays and defaults to Medical. All of the fields marked with a red asterisk (*) are required fields.

| Create Authorization | | | ? |
|---|----------------------------------|--------------|---------------------------|
| * Indicates a required field. | | | |
| | Medical Opental | | |
| *Process Type | ~ | | Expand All Collapse All |
| Requesting Provider Information | | | — |
| Provider ID | 112 ID Ty | pe NPI Nam | e REGIONAL CENTER |
| *Service Location | | | ~ |
| Recipient Information | | | - |
| *Recipient ID Last Name | | First Name | |
| Birth Date | | | |
| Referring Provider Information | | | — |
| Referring Provider same as Requesting Provider | | | |
| Select from Favorites | No favorite providers available. | | ~ |
| Provider ID | ID Type | V Name _ | Add to Favorites |
| Service Provider Information | | | - |
| | | | |
| Service Provider same as Requesting Provider | | | |
| Select from Favorites | No favorite providers available. | | ~ |
| *Provider ID | Sector *ID Type | ✓ Name _ | Add to Favorites |
| *Service Location | | | ~ |
| Location | | \checkmark | |

2

| Diagnosis Information | | | | | | | | | | | | |
|--|-------------------------|-------------------------|-----------------|-------------------|--------------------------|-------------------|---------------|----------------------|--|--|--|--|
| Please note that the 1st dia Click the Remove link to re | | idered to be the princ | cipal (primary) | Diagnosis Coo | le. | | | | | | | |
| Diagnosis Type | | | | Diagnosi | s Code | | | Action | | | | |
| Click to collapse. | · | | | | | | | | | | | |
| *Diagnosis Type 🛽 | CD-10-CM 🗸 | *Diagnosis (| Code 🛛 | | | | | | | | | |
| | | | Add | Cancel | | | | | | | | |
| | | | | | | | | | | | | |
| Service Details | | | | | | | | | | | | |
| Click '+' to view or update t | | ick '-' to collapse the | | | to remove the | | | | | | | |
| Click to collapse. | ate To Date | | (| Code | | Modifiers | Units | Action | | | | |
| | | | | *** | [] | *** | | | | | | |
| *From Date 😝 Modifiers 😝 | То | Date 🛛 | | "Code Type | CPT/HCPCS V | *Code 🛛 | | | | | | |
| | | | | } | | | | | | | | |
| *Units | | | | | | | | | | | | |
| *Medical Justification | | | | | | | | ~ | | | | |
| Justification | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Add Service | Cancel Service | 1 | | | | | | | | | | |
| | | 1 | | | | | | | | | | |
| Attachments | | | | | | | | • | | | | |
| To include an attachment el | ectronically with the p | rior authorization req | uest, browse a | and select the | attachment, select an A | ttachment Type a | and then clic | k on the Add button. | | | | |
| Prior Authorization Forms | | | | | | | | | | | | |
| If you will not be sending ar | n attachment electroni | cally, but you have in | nformation abo | out files that we | ere sent using another r | method, such as t | by fax or by | mail, select the | | | | |
| appropriate Transmission M | ethod and Attachment | Type. | | | | | | | | | | |
| Click the Remove link to re | move the entire row. | | | | | | | | | | | |
| Transm | ission Method | | | | File | | | Action | | | | |
| Click to collapse. | | | | | | | | | | | | |
| *Transmission Method | EL-Electronic Only | ~ | | | | | | | | | | |
| *Upload File | | | | Browse | | | | | | | | |
| *Attachment Type | • | | | ~ | | | | | | | | |
| | | | | | | | | | | | | |
| Add | Cancel | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | Subn | nit <u>Ca</u> | ncel | | | | |
| | | | | | | | | | | | | |

4. Select the Dental radio button to create a Dental PA. All of the fields marked with a red asterisk (*) are required fields.

| reade Auto | iorizatio | n | | | | | | | | | | | | | | |
|--|-------------|--|-------------------------------------|-----------|--------------|--------------|------------|--|-------------------------|--------------------------------------|---------------|------|---------|----------|--------|----|
| * Indicates | a require | ed field. | | | | | | | | | | | | | | |
| | | | | ledical | | | Dental | | | | | | | | | |
| | | Process | | | | ~ | | | | | | | | Expa | nd All | |
| equesting | Provide | r Informa | tion | | | | | | | | | | | | | |
| | | Provide | er ID 112 | 2 | | | ID . | Type NPI | | | | Name | REGION | AL CENTE | R | |
| | | | | - | | | | | | | | | | | | |
| *Service Location V | | | | | | | | | | | | | | | | |
| ecipient In | nformati | on | | | | | | | | | | | | | | |
| - | | | | | | | | | | | | | | | | |
| | | *Recipier | nt ID | | | | | | | | | | | | | |
| Last Name First Name | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| ndicate whic | ch of the I | Birth | Date | issing by | checking t | he check l | | l X-Ray/P | hoto Dat | e0 | | | | | | |
| ndicate whic ermanent | ch of the p | Birth | Date | issing by | checking t | he check l | box for th | l X-Ray/P | hoto Dat | e0 | | | | 1 | 1 | |
| | ch of the p | Birth | Date | issing by | checking t | he check l | | l X-Ray/P | hoto Dat | e0 | 11 | 12 | 13 | 14 | 15 | 16 |
| ermanent | | Birth patient's te | Date eeth are m | | | | box for th | I X-Ray/P | hoto Date | e e | | | 13 | 14 | 15 | 16 |
| ermanent Tooth # | 1 | Birth patient's to 2 | Date eeth are m | 4 | 5 | 6 | oox for th | I X-Ray/P e correspon | hoto Date | h number | 11 | 12 | i | | _ | _ |
| ermanent Tooth # Missing? | 1 | Birth patient's to 2 | Date eeth are m | 4 | 5 | 6 | 7 | I X-Ray/P e correspon | hoto Date | h number | 11 | 12 | | | | |
| Tooth # Missing? Missing? | 1 | Birth patient's te | Date eeth are m | 4 | 5 | 6 | 7 | 8 | nding toot | h number | 11 | 12 | | | | |
| Tooth # Missing? Missing? Tooth # | 1 | Birth patient's te | Date eeth are m | 4 | 5 | 6 | 7 26 | 8 | 9 24 | h number | 11 | 12 | | | | |
| rimary | 1 | Birth patient's to 2 31 | Date eeth are m 3 30 | 4 | 5 28 | 6 | 7 26 | I X-Ray/P e correspon | hoto Data nding toot | eθ h number 10 23 | 11 | 12 | 20 | 19 | | 17 |
| Tooth # Missing? Missing? Tooth # Timary Tooth # | 1 | Birth patient's to 2 31 31 | Date eeth are m 3 30 30 | 4 | 5 28 H | 6 27 G | 7 26 | I X-Ray/P e correspon 8 25 F | 9 24 | eθ h number 10 Ω 23 Ε | 11 22 D | 12 | 20 C | 19 B | | |

| Rendering Provider Information | | | | | | | | - | | |
|--|--------------------------|-------------------|--------------|-------------------|-------------------|-------------------------|------------------|-------------------|--|--|
| Rendering Provider same a Requesting Provide Select from Favorite | r | | | | | | | ~ | | |
| Provider II | | 0 | ID Type | ~ | Name _ | | Add t | o Favorites | | |
| *Place of Service | e | | | ~ | | | | | | |
| Diagnosis Information | | | | | | | | - | | |
| Please note that the 1st diagnosis er Click the Remove link to remove th | | to be the princip | al (primary) | Diagnosis Cod | e. | | | | | |
| Diagnosis Type | | | | Diagnosi | 6 Code | | | Action | | |
| Click to collapse. | | | | | | | | | | |
| *Diagnosis Type ICD-10-CM V *Diagnosis Code θ | | | | | | | | | | |
| | | | Add | Cancel | | | | | | |
| Service Details | | | | | | | | _ | | |
| Click '+' to view or update the detail | ls of a row. Click '-' t | o collapse the ro | w. Click Cor | py to copy or R | emove to remov | e the entire row. | | | | |
| Line # From Date | To Date | | Code | | Modifiers | Tooth Number | Units | Action | | |
| Click to collapse. | | | | | • | | · · · · · | | | |
| *From Date 😝 | To Date 🛛 | | | *Code Type | CPT/HCPCS | ✓ *Code ⊕ | | | | |
| Modifiers 0 | | | | | | | | | | |
| | | | | | | | | | | |
| *Units | | _ | | | | | | | | |
| Tooth Number Oral Cavity | | oth Surface | | ~ | ~ | ✓ | ~ | ~ | | |
| Area | ~ | | | | | | | | | |
| Requested Dollars | | | | | | | | | | |
| *Medical Justification | | | | | | | | ~ | | |
| Justification | | | | | | | | \sim | | |
| | | | | | | | | | | |
| Add Service Ca | ncel Service | | | | | | | | | |
| Add Service Ca | iter service | | | | | | | | | |
| Attachments | | | | | | | | - | | |
| To include an attachment electronica | ally with the prior aut | horization reque | st, browse a | and select the a | ttachment, selec | t an Attachment Type a | and then click o | n the Add button. | | |
| Prior Authorization Forms | | | | | | | | | | |
| If you will not be sending an attachr appropriate Transmission Method an | | ut you have info | rmation abo | out files that we | re sent using and | other method, such as t | oy fax or by ma | il, select the | | |
| Click the Remove link to remove th | | | | | | | | | | |
| Transmission M | lethod | | | | File | | | Action | | |
| | ectronic Only 🗸 | | | | | | | | | |
| *Upload File | | | | Browse | 1 | | | | | |
| *Attachment Type | | | | ~ | | | | | | |
| Add | ancel | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | Subn | nit Canc | el | | |
| | | | | | | | | | | |

When the Create Authorization is first displayed, all of the panels are expanded.

Collapse:

Click on the (–) button on the right hand side of the panel to collapse that panel.

| Create Authorization | ? |
|---------------------------------|---------------------------|
| * Indicates a required field. | |
| Medical Opental | |
| *Process Type | Expand All Collapse All |
| Requesting Provider Information | + |
| Recipient Information | + |
| Referring Provider Information | ÷ |
| Service Provider Information | ÷ |

Click the "Collapse All" link on the top right hand corner of the page to collapse all of the panels.

Expand:

| Create Authorization | | ? |
|---|--|------------|
| * Indicates a required field. | | |
| | Medical Opental | |
| *Process Type | e <u>Expand All</u> <u>Co</u> | llapse All |
| Requesting Provider Information | 1 | - |
| Provider ID | D 112 ID Type NPI Name REGIONAL CENTER | |
| *Service Location | n | |
| Recipient Information | | - |
| *Recipient ID Last Name Birth Date | e First Name | |
| Referring Provider Information | | - |
| Referring Provider same as Requesting Provider | | |
| Select from Favorites | No favorite providers available. | |
| Provider ID | D ID Type V Name Add to Favorit | tes 🗌 |
| Service Provider Information | | - |
| | | |
| | | |
| Service Provider same as Requesting Provider | | |
| | r | |
| Requesting Provider | s No favorite providers available. | tes 🗌 |
| Requesting Provider Select from Favorites | s No favorite providers available. V D Add to Favorite Add to Favorite | tes 🗌 |

Click on the (+) button on the right hand side of the panel to expand that panel.

Click the "Expand All" link on the top right hand corner of the page to expand all of the panels.

4.3. Process Types

Create Authorization is a one-page process for all prior authorization requests.

- 1. Select Medical or Dental to indicate the type of authorization that is being created.
- 2. The Process Type drop-down lists will display all of the available process types based on the type of authorization that was selected. The required information in the Service Details section is dependent on the process type selected.

| Create Authorization | ? |
|---------------------------------|---------------------------|
| * Indicates a required field. | |
| 2 *Process Type V | Expand All Collapse All |
| Requesting Provider Information | — |

Medical – Select one of the following process types from the drop-down list:

| • ABA | Inpt M/S | Retro Audiology |
|-------------|------------------------|-------------------|
| ADHC | Ocular | Retro BH Inpt |
| Audiology | Outpt M/S | Retro BH Outpt |
| BH Inpt | PCS Annual Update | Retro BH PHP/IOP |
| BH Outpt | PCS One-Time | Retro BH Rehab |
| BH PHP/IOP | PCS SDS | Retro BH RTC |
| • BH Rehab | PCS Significant Change | Retro DME |
| • BH RTC | PCS Temporary Auth | Retro Home Health |
| • DME | PCS Transfer | Retro Hospice |
| Home Health | Retro ABA | Retro Inpt M/S |
| Hospice | Retro ADHC | Retro Ocular |
| | | Retro Outpt M/S |

Dental – Select one of the following process types from the drop-down list:

- Dental
- Dental Orthodontia
- Retro Dental
- Retro Dental Orthodontia

4.4. Provider Information

For Medical and Dental Prior Authorizations, the Requesting Provider Information is automatically populated with the Provider ID and Name of the provider that the signed-in user is associated with. If

there is more than one service location associated to the logged in provider, use the Service Location drop-down list to select the correct provider type and location for the prior authorization.

| Create Authorization | | | | | ? |
|--|---------|--|------|-----------------|--------------|
| * Indicates a required field. | | 0 | | | |
| | Medical | ○ Dental | | | |
| *Process Type | × | | | Expand All | Collapse All |
| Requesting Provider Information | | | | | - |
| | | | | | |
| Provider ID | 112 | ID Type NPI | Name | REGIONAL CENTER | |
| *Service Location | | | | | |
| | | MILL ST,RENO,NEVADA,895021576 | | | |
| | | MILL ST,RENO,NEVADA,900844444 | | | |
| Recipient Information | | MILL ST,RENO,NEVADA,895021576 | | | - |
| | | MILL ST,RENO,NEVADA,895020000 MILL ST,RENO,NEVADA,895021576 | | | |
| *Recipient ID | | PILE STACHOALVADA,095021570 | | | I |

Medical Process Types:

- Referring Provider Information
 - If there is a referring provider, complete one of the following options:
 - 1. Check the box to indicate Referring Provider same as Requesting Provider OR
 - 2. Use the "Select from Favorites" drop-down list to select a provider from your favorites list
 - OR
 - 3. Enter Provider ID and ID Type
- Service Provider Information
 - Complete one of the following options:
 - 1. Check the box to indicate Service Provider same as Requesting Provider OR
 - 2. Use the "Select from Favorites" drop-down list to select a provider from your favorites list
 - OR
 - 3. Enter Provider ID and ID Type
 - 4. If there is more than one service location associated with the service provider, use the Service Location drop-down list to select the correct provider type and location.
- Check the Add to Favorites checkbox to add the entered provider to the favorite providers list
- Select service location from the "Location" drop-down list (Optional)

| | · · · · · · · · · · · · · · · · · · · | | | | | | | | |
|---|---------------------------------------|------------|--------|------|-----------------|---|--|--|--|
| Requesting Provider Information | | | | | | - | | | |
| Provider ID | 112 | ID Type | NPI | Name | REGIONAL CENTER | | | | |
| *Service Location | | | | | ~ | | | | |
| Recipient Information | | | | | | - | | | |
| *Recipient ID Last Name | | First Name | | | | | | | |
| Birth Date | | | | | | | | | |
| Referring Provider Information | | | | | | - | | | |
| Referring Provider same as Requesting Provider | | | | | | | | | |
| Select from Favorites | No favorite providers available. | | | | \checkmark | | | | |
| Provider ID | 9 | ID Type | ∨ Name | · _ | Add to Favorite | 5 | | | |
| Service Provider Information | | | | | | - | | | |
| Service Provider same as Requesting Provider | | | | | | | | | |
| Select from Favorites | No favorite providers available. | | | | ~ | | | | |
| *Provider ID | 9 | *ID Type | ∨ Name | · _ | Add to Favorite | 5 | | | |
| *Service Location | | | | | \checkmark | | | | |
| Location | | | ~ | | | | | | |

Dental Process Types:

- Rendering Provider Information
 - If there is a rendering provider, complete one of the following options:
 - 1. Check the box to indicate Rendering Provider same as Requesting Provider

OR

2. Use the "Select from Favorites" drop-down list to select a provider from your favorites list

OR

- 3. Enter Provider ID and ID Type
- 4. If there is more than one service location associated with the service provider, user the Service Location drop-down list to select the correct provider type and location.
- Check the Add to Favorites checkbox to add the entered provider to the favorite providers list.
- Select place of service from the "Place of Service" drop-down list (Required)

| Create Authorization | | | | | | | | | | | | | | | | ? |
|---|------------|-------------------|------------|-----------|------------|------------|------------|-------------|-----------|----------|------------|--------|--------|-------------|----------|--------------|
| * Indicates | a require | ed field. | 0 | | | | | | | | | | | | | |
| | | Process 1 | | edical | | | Dental | | | | | | | Evna | nd All I | Collapse All |
| Requesting | | | | | | • | | | | | | | | <u>LAPU</u> | | - |
| Requesting | FIOVIDE | morma | | | | | | | | | | | | | | |
| | | Provide | er ID 107 | | | | ID | Type NPI | | | | Name | DENTAL | INC | | |
| *Service Location 22-DENTAL INC- 14 W 5TH ST,CARSON CITY,NEVADA,897034604 | | | | | | | | | | | | | | | | |
| Recipient Information | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| *Recipient ID | | | | | | | | | | | | | | | | |
| | | Last N Birth I | | | | | Toitio | - | First Nar | | | | | | | |
| | | Birth | Date | | | | Initia | l X-Ray/P | noto Dat | .ee | | × | | | | |
| Indicate whic | h of the j | patient's te | eeth are m | issing by | checking t | he check b | oox for th | e correspor | nding too | th numbe | r. | | | | | |
| Permanent | | | | | | | | | | | | | | | | |
| Tooth # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| Missing? | | | | | | 🕹 Da | ata load | in progres | is | | | | | | | |
| Missing? | | | | | | | | | | | | | | | | |
| Tooth # | 32 | 31 | 30 | 29 | 28 | 27 | 26 | 25 | 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 |
| Primary | | | | | | | | | | | | | | | | |
| Tooth # | | J | I | | н | G | | F | | E | D | | с | В | | A |
| Missing? | | | | | | | | | | | | _ | | | | |
| Missing? | , | | | | | | | | | | | _ | | | | |
| Tooth # | | к | L | | | N | | 0 | | P | Q | _ | R | s | | т |
| | | | _ | | | | | | | - | × | | | 5 | | |
| Rendering F | rovider | Informat | ion | | | | | | | | | | | | | - |
| Rende | rina Pro | vider sam | eas 🗆 | | | | | | | | | | | | | |
| | Reques | sting Prov | /ider | | | | | | | | | | | | | |
| | Select f | rom Favo | | | providers | | | | | | | CONTER | | | ~ | |
| | | Provide | er ID 112 | 2 | | 9 | ID Ty | pe NPI | ~ | Name | REGIONAL (| LENTER | | Ado | to Fav | orites |
| | *Se | rvice Loca | tion | | | | | | | | | | | | \sim | |
| | *Pla | ace of Ser | rvice | | | | | | | \sim | | | | | | |

4.5. Recipient Information

The Last Name, First Name, and Birth Date will be automatically populated based on the Recipient ID that is entered.

Medical

| Recipient Information | | - |
|--|------------|---|
| *Recipient ID Last Name Birth Date | First Name | |

Required fields are marked with a red asterisk (*)

Dental

The recipient information panel for dental PAs also includes a field to enter the initial X-Ray/Photo Date, and a tooth chart to indicate which of the patient's teeth are missing (if applicable).

| lecipient In | format | ion | | | | | | | | | | | | | | |
|--|--------|-----|----|----|----|----|----|-----------|----|-----|----|----|----|----|----|----|
| *Recipient ID Last Name Birth Date | | | | | | | | I X-Ray/P | | e 0 | | | | | | |
| ndicate which of the patient's teeth are missing by checking the check box for the corresponding tooth number. | | | | | | | | | | | | | | | | |
| Tooth # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| Missing? | | | | | | | | | | | | | | | | |
| Missing? | | | | | | | | | | | | | | | | |
| Tooth # | 32 | 31 | 30 | 29 | 28 | 27 | 26 | 25 | 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 |
| rimary | | | | | | | | | | | | | | | | |
| Tooth # | | J | I | | н | G | | F | | E | D | | С | В | | Α |
| Missing? | | | | | | |] | | [| | | | | | | |
| Missing? | | | | | | |] | | [| | | | | | | |
| Tooth # | | к | L | | м | N | | 0 | | Р | Q | | R | s | | т |

4.6. Service Information

The Process Type selected determines the fields presented in Service Details panel.

- All authorizations require:
 - At least one diagnosis code (enter without decimals)
 - Service details (up to 27 service lines)
 - At least one electronic attachment
- Attachments can be submitted:
 - o Electronically
 - By mail only if dental x-rays or dental molds that do not allow for electronic submission.

Diagnosis Information

The first diagnosis entered is considered to be the principal or primary diagnosis code.

- Portal allows for up to 9 diagnosis codes.
- Diagnosis codes are searchable.
 - Enter the first three letters or the first three numbers of the code to use the predictive search.
- Click "Add" button to add each diagnosis code.

| Diagnosis Information | | | | | | | | |
|--|-----------------------|--------|--|--|--|--|--|--|
| Please note that the 1st diagnosis entered is considered to be the principal (primary) Diagnosis Code. Click the Remove link to remove the entire row. | | | | | | | | |
| Diagnosis Type | Diagnosis Code | Action | | | | | | |
| Click to collapse. | | | | | | | | |
| *Diagnosis Type ICD-10-CM | ↑ V *Diagnosis Code θ | | | | | | | |
| | Add Cancel | | | | | | | |

Service Details for Inpatient Process Types

Inpatient M/S, BH Inpatient, BH RTC, Hospice, Retro BH Inpatient, Retro BH RTC, Retro Hospice and Retro Inpatient M/S

- Inpatient Process Type authorizations can have up to 27 service lines.
- For hospital inpatient concurrent reviews that are greater than 27 lines, beginning at what would be line 28, please start a new PA with the next day's date following the "through" date from line 27.

For example:

- Line 27: 1/1 to 1/4
- Line 28 of new PA: 1/5

This is **only** for concurrent review PAs with more than 27 lines.

Note: Please remember that only one (1) PA is allowed per claim. If you have more than one PA, please split bill the claim if it is for one continuous stay.

- Revenue codes are searchable.
 - Enter the first three numbers, or description of the code to use the predictive search.
- Enter the requested From Date. The Through date will automatically be calculated when the service line is added to the PA by clicking the "Add Service" button.
 - The Through date will be based on the # of Days requested without the addition of a day for the Date of Discharge
 - Service lines with overlapping dates are not allowed.
- The Medical Justification field allows up to 6000 characters. Acceptable characters include [a-z], [A-Z], [0-9], spaces and characters '.?!,()-+:;_%/\=&#*\$^@.
- If your National Provider Identifier (NPI) is tied to multiple provider types, i.e., 10, 11 and 12, 20, please enter the provider type associated with the authorization request in the medical justification field.
- Click "Add Service" button to add the service line to the PA
- Use the Copy link to copy the service line information to the next line.
- Use the Remove link to remove any service lines added in error.

| Ser | Service Details | | | | | | | | | |
|------|---|------------|--------------|---|--------------|---------------|--|--|--|--|
| Clid | Click '+' to view or update the details of a row. Click '-' to collapse the row. Click Copy to copy or Remove to remove the entire row. | | | | | | | | | |
| | Line # | From Date | Through Date | Code | # of Days | Action | | | | |
| ŧ | 1 | 06/01/2017 | 06/03/2017 | 0121-Room & Board - Semi-Private 2 beds - Med/Surg/OB | 3 | Copy Remove | | | | |
| | lick to collapse. | | | | | | | | | |
| * | From Date $_{m{	extsf{	heta}}}$ | | Code T | ype Revenue *Code 🔒 | | | | | | |
| 1 | *Medical Justification | | | | | | | | | |
| | Add Service Cancel Service | | | | | | | | | |

Service Details for Medical Non Inpatient Process Types

ABA, ADHC, Audiology, BH Outpatient, BH PHP/IOP, BH Rehab, DME, Home Health, Hospice, Ocular, Outpatient M/S, PCS Annual Update, PCS Informational Cancel, PCS Initial, PCS One-Time, PCS Significant Change, PCS SDS, PCS Temporary Auth, PCS Transfer, Retro ABA, Retro Audiology, Retro BH Outpatient, Retro BH PHP/IOP, Retro BH Rehab, Retro DME, Retro Hospice, Retro Home Health, Retro Ocular, and Retro Outpatient M/S

- Non Inpatient Process Type authorizations can have up to 27 service lines.
- CPT/HCPCS codes are searchable.
 - Enter the first three numbers or description of the code to use the predictive search.
- Enter the requested "From Date." The "To Date" is optional but can be used to request a date range.
- Modifiers If applicable, up to four modifiers can be entered.
- Enter the number of units for the service being requested.
- (Optional) Frequency drop-down list that only appears for ADHC and PCS Process Types. If applicable, select the frequency of the service being requested.
- The Medical Justification field allows up to 6000 characters. Acceptable characters include [a-z], [A-Z], [0-9], spaces and characters '.?!,()-+:;_%/\=&#*\$^@.
- If your National Provider Identifier (NPI) is tied to multiple provider types, i.e., 10, 11 and 12, 20, please enter the provider type associated with the authorization request in the medical justification field.
- Click "Add Service" button to add the service line to the PA.
- Use the Copy link to copy the service line information to the next line.
- Use the Remove link to remove any service lines added in error.

| Se | rvice Details | | | | | | _ | | | |
|-----|---|------------|-------------------|---------------------------------|-----------|-------|---------------|--|--|--|
| Cli | Click '+' to view or update the details of a row. Click '-' to collapse the row. Click Copy to copy or Remove to remove the entire row. | | | | | | | | | |
| | Line # | From Date | To Date | Code | Modifiers | Units | Action | | | |
| Ŧ | 1 | 06/01/2017 | 06/30/2017 | 97010-Hot or cold packs therapy | GO | 10 | Copy Remove | | | |
| E | Click to collapse | а. | | | | | | | | |
| * | From Date 🔒 | | To Da | te e Code Type CPT/HCPCS | *Code 😝 | | | | | |
| | Modifiers 🔒 | | | | | | | | | |
| | | | | | | | | | | |
| | *Units | | Freque | ency 🗸 🗸 | | | | | | |
| | *Medical Justification | | | | | | ~ | | | |
| | Justineution | | | | | | \sim | | | |
| | | | | | | | | | | |
| - | | | Constant Constant | | | | | | | |
| | Ad | d Service | Cancel Service | | | | | | | |

Service Details for Dental Process Types

Dental, Dental Orthodontia, Retro Dental, and Retro Dental Orthodontia

- Dental Process Type authorizations can have up to 27 service lines.
- CPT/HCPCS and CDT codes are searchable.
 - Enter the first three numbers or description of the code to use the predictive search.
- Enter the requested "From Date." The "To Date" is optional, but can be used to request a date range.
 - o If a "To Date" is entered, it can't exceed more than 365 days from the "From Date."
- Modifiers If applicable, up to four modifiers can be entered.
- Enter the number of units for the service being requested.
- Tooth Number drop-down list to select the tooth number of the service being requested.
- Tooth Surface drop-down list to select the tooth surface of the service being requested.
- Oral Cavity Area drop-down list to select the oral cavity area of the service being requested.
- Requested Dollars If applicable, enter a requested dollar amount.
- The Medical Justification field allows up to 6000 characters. Acceptable characters include [a-z], [A-Z], [0-9], spaces and characters '.?!,()-+:;_%/\=&#*\$^@.
- Click "Add Service" button to add the service line to the PA
- Use the Copy link to copy the service line information to the next line.
- Use the Remove link to remove any service lines added in error.

| Se | rvice Details | | | | | | | - |
|------|---------------------------|------------------|-----------------------|--|-------------------------|--------------------|-------|-------------|
| Clic | :k '+' to view o | or update the de | tails of a row. Click | c '-' to collapse the row. Click Copy to copy or Rem | ove to remove th | ie entire row. | | |
| | Line # | From Date Code | | Code | Modifiers | Tooth Number | Units | Action |
| ÷ | 1 | 06/01/2017 | 06/01/2017 | D1110-Dental prophylaxis adult | | 08-Central incisor | 1 | Copy Remove |
| Ξ (| Click to collaps | e. | | | | | | |
| * | From Date 🔒 | | To Da | ate e *Code Type | T/HCPCS | *Code e | | |
| | Modifiers 0 | | | | | | | |
| | | | | | | | | |
| | *Units | |] | | | | | |
| То | oth Number | | ~ | Tooth Surface 🗸 | ~ | ~ | ~ | ~ |
| | Oral Cavity Area | | ~ | | | | | |
| | Requested Dollars | | | | | | | |
| | *Medical Justification | | | | | | | ~ |
| | | | | | | | | \sim |
| | | | | | | | | |
| | Ac | d Service | Cancel Service | | | | | |
| | | | | | | | | |

Attachments

Attachments are required for all prior authorization requests. Requests are not considered submitted unless there is an attachment. If an attachment is added at a later time, the request will be considered submitted at the time the attachment is added.

To include attachments electronically with a prior authorization request:

- Transmission Method Electronic Only is selected by default
- Upload File click "Browse" button and locate file to be attached and click to attach
- Attachment type select from the drop-down box the type of attachment being sent
- Select the "ADD" button to attach your file
- Repeat for additional attachments if needed (Note: the combined size of all attachments cannot exceed 4 MB)
- To remove any attachments that were attached incorrectly, use the Remove link

Note: Attachment section is required to be completed and at least one attachment is required.

| Attack | nments | | - | | | | | | |
|---|--|------------------|---------------|--|--|--|--|--|--|
| To incl | To include an attachment electronically with the prior authorization request, browse and select the attachment, select an Attachment Type and then click on the Add button. | | | | | | | | |
| Prior A | Prior Authorization Forms | | | | | | | | |
| reques | If you will not be sending an attachment electronically, but you have information about files that were sent using another method, such as by fax or that are available on request, select the appropriate Transmission Method and enter all the fields displayed. Click the Remove link to remove the entire row. | | | | | | | | |
| | Transmission Method | File | Action | | | | | | |
| + | EL-Electronic Only | FA-1.pdf (1018K) | <u>Remove</u> | | | | | | |
| E Click | c to collapse. | | | | | | | | |
| *Transmission Method EL-Electronic Only V *Upload File *Attachment Type V | | | | | | | | | |
| | Add Cancel | | | | | | | | |



To submit dental prior authorization x-rays or molds that do not allow for electronic submission by mail:

Mail attachments to:

Nevada Medicaid Attention: "Dental PA" PO BOX 30042 Reno, NV 89520-3042

Unsaved Data Warning

For a new or resubmitted prior authorization request, when at least one service line has been entered and there is another service line added but not saved by clicking the "Add Service" button before clicking the "Submit" button, then the following error message will be displayed:



Finalizing a Prior Authorization

Once all of the required information, service details lines, and attachment information has been added, click the "Submit" button to go to the Confirm Authorization page. This page contains all of the authorization details. Review the information for accuracy. Use the "Back" button to return to the Create Authorization page if errors are present. After all of the information has been reviewed, select the "Confirm" button to send your authorization for processing.

| Con | nfirm Author | ization | | | | | | | |
|--|---------------------|-------------------|--|--|----------------------|--|-------------------------|--|--|
| | | | | | | Expand / | All Collapse A | | |
| Requesting Provider Information + | | | | | | | | | |
| Recipient Information and Process Type | | | | | | | | | |
| Ref | erring Provi | der Informatio | n | | | | 3 | | |
| Ser | vice Provide | r Information | | | | | Ð | | |
| | | | | | | Expand / | All <u>Collapse A</u> | | |
| Dia | gnosis Infor | mation | | | | , and the second se | | | |
| Ple | ease note tha | t the 1st diagnos | sis entered is co | nsidered to be the principal (primary) Diagnosis Code. | | | | | |
| | | Diagnosis Typ | ре | Diagnosis Code | | | | | |
| | | ICD-10-CM | | 116-TUBERCULOUS | PNEUMONIA (ANY FORM) | | | | |
| Ser | vice Details | | | | | | | | |
| | Line # | From Date | To Date | Code | | Modifiers | Units | | |
| + | 1 | 04/19/2017 | 04/28/2017 | Revenue 0121-Room & Board - Semi-Private 2 beds - Med/ | /Surg/OB | | 10 | | |
| Atta | achments | | | | | | | | |
| | Trans | smission Metho | bd | File | Att | achment Type | | | |
| EL-Electronic Only | | | Medical Records.pdf (1018K) M1-Medical Record Attachment | | | | | | |
| | Back Confirm Cancel | | | | | | | | |

Authorization Receipt Page

The Authorization Receipt page will display the Authorization Tracking number; this number is used to track your authorization in the portal.



Print Preview

- Opens new window with all of the authorization information viewable
- Printable page with date and time stamp

Сору

• Copy recipient data or authorization data to a new authorization

New

• Create a new authorization for a different recipient

Copying an Authorization

The ability to copy an authorization, by recipient or service, is available on the authorization receipt page, after successfully submitting an authorization.

| Authorization Receipt | ? |
|---|---|
| Your Authorization Tracking Number 200002 was successfully submitted. | |
| Click Print Preview to view authorization details and receipt. Click Copy to copy member data or authorization data. Click New to create a new authorization for a different member. General Authorization Receipt Instructions | |
| Print Preview Copy New | |

Copy authorizations by Member Data

- You can copy an authorization for an existing recipient when requesting a new service.
- Only the recipient data is copied for the copy request.

| Co | opy Data | ? | | | |
|--|---|--|--|--|--|
| Select the information you would like to have copied to the new authorization. Press Copy to initiate the new authorization request and continue entering authorization information. | | | | | |
| | Member Data Copy the member data to a new authorization request. | O Authorization Data Copy authorization data to a different member. | | | |
| | Copy Cancel | | | | |

Create Authorization:

- Review pre-populated recipient data
- Select process type
- Enter provider information
- Enter all required data
- Add attachments
- Click Submit
- Review all information
- Select Confirm
- Authorization Receipt page

Copy authorizations by Authorization Data

- You can copy an authorization by service, so a specialist can submit authorizations for similar services but for a different recipient.
- All of the authorization data is copied with the exception of the recipient data and the attachments section.

| Copy Data | | ? | | | | | |
|--|--|---|--|--|--|--|--|
| Select the information you would like to have copied to the new authorization. Press Copy to initiate the new authorization request and continue entering authorization information. | | | | | | | |
| O Member Data Copy the member data to a new authorization request. | Authorization Data Copy authorization data to a different member. | | | | | | |
| Copy Cancel | | | | | | | |

Create Authorization:

- Enter recipient data
- Review all pre-populated data
- Add attachments
- Select submit
- Review all information
- Select Confirm
- Authorization Receipt page

4.7. Submitting Additional Information

If you have submitted a PA request via the Provider Web Portal, but need to submit additional information such as:

- Requests for additional services
- Attachments that were not submitted with original PA submission
- FA-29 Prior Authorization Data Correction Form
- FA-29A Request for Termination of Service

Resubmission process:

- 1. Search for the PA using the View Authorization Search page
- 2. Click on the Authorization Tracking Number in the Search Results grid
- 3. Click on the "Edit" button on the View Authorization Response page.
- 4. The PA is re-opened, new diagnosis codes, service details, and/or attachment can be added.
 - Changes cannot be made to previously submitted information. If you need to update previously submitted information, attach the FA-29 Prior Authorization Data Correction Form to the PA that needs to be updated.

| View Authorization Response for Jane Doe Sn | View Authorization Response for Jane Doe Smith Back to View Authorization Status ? | | | | | | | | | |
|--|--|---|---------------------|-------------------------------------|--------------------|-----|--|--|--|--|
| Authorization Tracking # 100000012 | | Process Type Outpt M/S | | | | | | | | |
| | | | | Expa | and All Collapse | All | | | | |
| Requesting Provider Information | Requesting Provider Information | | | | | | | | | |
| Recipient Information + | | | | | | | | | | |
| Referring Provider Information | Referring Provider Information + | | | | | | | | | |
| Diagnosis Information | | | | | | + | | | | |
| Service Provider / Service Details Information | | | | | | - | | | | |
| Provider ID 119- | | ID Type NPI Name Plano Inc | dependent H | lospital | | | | | | |
| From Date To Date Units Remaini Units | ng Amount | Code | Medical Citation | Decision / Date | Reason | | | | | |
| 04/01/2017 04/30/2017 3 _ | - | CPT/HCPCS 77261-Therapeutic radiology treatment planning; simple | View | Certified In Total 04/30/2017 | - | | | | | |
| | | | | | | _ | | | | |
| Edit View Provider Reque | st | | | Print Pr | eview | | | | | |

- 5. Once the new information has been added to the PA, click on the "Resubmit" button to review the PA information
- 6. Click the "Confirm" button to resubmit the PA.
- 7. The Authorization Tracking Number will remain the same.

4.8. Checking prior authorization status

Logged-in users are able to inquire on the status of any Prior Authorization (PA) request.

To check status of a PA:

1. After logging in, click the Care Management tab at the top of the page.



You will be directed to the Authorizations page.

2. Click View Status of Authorizations.



You will be directed to the View Authorization Status page. Two tabs will be displayed.

3. The Prospective Authorizations tab displays a list of authorizations with dates of service starting with the current date going forward, by either the requesting or servicing provider. If there are no authorizations to view, you will see the following page.

| | View Authorization Status |
|------------------|---|
| $\overline{(3)}$ | Prospective Authorizations Search Options |
| C | Prospective authorizations identifying you as the Requesting or Servicing Provider are listed below. These results include the first (20) authorizations with a beginning Services Date of today or greater. Click the Authorization Tracking Number to view the authorization response details or select the Search Options tab to search for a different authorization. |
| | There are no authorizations to show. |
| | |

If there are authorizations to view, they will be listed under Prospective Authorizations. You can click on the column heading to sort the view of the last 20 authorizations by Authorization Tracking Number, Service Date, Recipient Name, Recipient ID, Authorization Type, Requesting Provider, or Servicing Provider.

To view authorizations:

4. Click the Authorization Tracking Number to get the PA for the member listed.

| | Prospective authorizations i | identifying you as the | e Requesting or Servicing F | Provider are liste | ed below. Thes | e results include the first (20) | authorizations with a | | | | |
|---|---|------------------------|-----------------------------|--------------------|----------------------------------|----------------------------------|-----------------------|--|--|--|--|
| Prospective authorizations identifying you as the Requesting or Servicing Provider are listed below. These results include the first (20) authori beginning Services Date of today or greater. Click the Authorization Tracking Number to view the authorization response details or select the | | | | | | | | | | | |
| | search for a different autho | | ing Number to V | lew the autho | rization response details or sei | ect the Search Options tab to | | | | | |
| | Prospective Authorizations | | | | | | | | | | |
| | | | | 1 | | | | | | | |
| | Authorization Tracking | | | | Process | | | | | | |
| ĺ | Authorization Tracking <u>Number</u> | Service Date | Recipient Name | Recipient ID | | Requesting Provider | Servicing Provider | | | | |

5. Click "Expand All" or the " 🛨 " icons to view the full PA details.

| Vie | w Authoriz | ation Respor | ise for Jar | e Doe Smith | | | Bac | k to View Auth | orization Status |
|-----|-------------|---------------|-------------|--------------------|--------|---|---------------------|-------------------------------------|------------------------|
| | Autho | rization Trac | king # 10 | 00000121 | | Process Type Outpt M/S | | | and All Collapse All |
| Rec | uesting Pr | ovider Inforr | nation | | | | | $\sqrt{2}$ | + |
| Red | ipient Info | rmation | | | | | | \sim | + |
| Ref | erring Prov | ider Informa | tion | | | | | | + |
| Dia | gnosis Info | rmation | | | | | | | + |
| Ser | vice Provid | er / Service | Details In | formation | | | | | - |
| | | Provid | er ID 119 | h | | ID Type NPI Name Plano Inc | dependent H | ospital | |
| 1 | From Date | To Date | Units | Remaining Units | Amount | Code | Medical Citation | Decision / Date | Reason |
| c | 04/01/2017 | 04/30/2017 | 3 | - | - | CPT/HCPCS 77261-Therapeutic radiology treatment planning; simple | <u>View</u> | Certified In Total 04/30/2017 | _ |
| | | | | | | | | | |
| | | Edit Vie | ew Provid | er Request | | | | Print Pre | eview |

6. Durable Medical Equipment (DME) and Dental providers may view the remaining units and/or dollar amount balance in the PA details.

| Autho | rization Track | ing # 32: | 171930002 | | Process Type DME | | | |
|--------------|------------------|------------------------|--------------------|---------------------|---|---------------------|----------------------|--|
| questing Pr | ovider Inform | ation | | | | | <u> </u> | xpand All Collap |
| cipient Info | rmation | | | | | | | |
| ferring Prov | vider Informat | ion | | | | | | |
| ignosis Info | ormation | | | | | | | |
| rvice Provid | ler / Service D | etails Inf | ormation | | | | | |
| | 2010/07/07/07/07 | r ID 1124 tion 28-0 | 0.72 | | O Type NPI 1870 W WILLIAMS AVE, FALLON, Nevada, 8 | 9406-2648 | | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason |
| 07/12/2017 | 10/12/2017 | 3 | 0 | \$150.00 | CPT/HCPCS E0601-Cont airway pressure device | View | Pended 07/12/2017 | Requested Information Not Received |

By expanding the page, you can view:

- 1. Requesting Provider Information
- 2. Recipient Information
- 3. Diagnosis Information
- 4. Service Provider/Service Details Information
- 5. To view full page in printable format, click the "Print Preview" box that will appear at the bottom of the page.

| View Authoriz | ation Respon | se for M | IARIA THOMA | s | | | | Back to View Authorization | Status ? |
|------------------|-----------------|----------------------|---------------------------------------|---------------------|--|---------------------|------------------------------------|---|--------------|
| Autho | rization Tracl | king # | 45201880002 | | | Process Ty | /pe PCS SIG | NIFICANT CHANGE | Collapse All |
| Requesting Pr | ovider Inform | nation | | | | | | | - |
| | | er ID 10 ation 11 | | OSPITAL-2170 S | ID Type NPI SOUTH AVE, NULL, SOUTI | H LAKE TAH | IOE, CALIFORI | NIA, 96150-7026 | |
| Recipient Info | rmation | | | | | | | | _ |
| | Recip | pient M | 111111111 ARIA THOMAS 1/01/1980 | | | | | | |
| Referring Prov | ider Informa | tion | | | | | | | - |
| | ATIENT HOSPITAL | | | | | | | | |
| Diagnosis Info | rmation | | | | | | | | Ξ |
| Please note that | - | | | ed to be the pri | incipal (primary) Diagnosi | s Code. | | | |
| | | - | sis Type Diagnosis Co | | | | | nosis Code | |
| | | ICD-10- | ·CM | | R69-Illness, unspeci | nea | | | |
| Service Provid | er / Service I | Details I | Information | | | | | | _ |
| | | er ID 13 | | H CARE SPECIA | ID Type NPI ALISTS-STE A, 160 E HOR | IZON DR, H | IENDERSON, I | NEVADA, 89015-0000 | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason | |
| 07/06/2020 | 12/31/2020 | 100 | 100 | - | CPT/HCPCS 0001F- HEART FAILURE COMPOSITE | <u>View</u> | Certified Partial 07/06/2020 | Product/service/procedure delivery patter units, days, visits, weeks, hours, mon | |
| | | | | | | | | 5 | |
| | Edit Vie | ew Prov | ider Request | | | | | Print Preview | |

6. An additional small page will display giving you a printable view. Click "Print" for printing option.

| | tion Response f | Or MARIA TH | OMAS | | | | | | | | | |
|--|-----------------------------------|----------------|-------------------------|---------------------------------|--|---------------------------------|--|--|--|--|--|--|
| Authorizatio | on Tracking # | 45201880002 | | | Process | Type PCS SIGNIFIC | CANT CHANGE | | | | | |
| equesting Prov | vider Informati | on | | | | | | | | | | |
| | vider ID 16597 Service Locatio | | ID Typ NT HOSPITAL-2 | | /E, NULL, SOUTH LAKE TAHOE | , CALIFORNIA, 9615 | 0-7026 | | | | | |
| ecipient Inforr | nation | | | | | | | | | | | |
| Recipient ID 1111111111 Recipient MARIA THOMAS Birth Date 01/01/1980 Referring Provider Information | | | | | | | | | | | | |
| Referring Provider Information Provider ID 1659777 ID Type NPI Name INPATIENT HOSPITAL | | | | | | | | | | | | |
| | ne INPATIENT HOS | PITAL | | | | | | | | | | |
| agnosis Infor | | entered is cor | sidered to be th | ne principal (pr | imary) Diagnosis Code. | | | | | | | |
| | - | iosis Type | | | | Diagnosis Co | de | | | | | |
| | ICE | D-10-CM | | R69 | -Illness, unspecified | | | | | | | |
| ervice Provide | r / Service Deta | ails Informat | ion | | | | | | | | | |
| | ovider ID 1154 Service Locatio | | | VPE NPI PECIALISTS-ST | E A, 160 E HORIZON DR, HEN | DERSON, NEVADA, 8 | 39015-0000 | | | | | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Decision / Date | Reason | | | | | |
| 07/06/2020 | 12/31/2020 | 100 | 100 | - | CPT/HCPCS 0001F-HEART FAILURE COMPOSITE | Certified Partial 07/06/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) | | | | | |
| Medical Cita 7773 - Lack o Notes To Pro – | f documentation | to support car | regiver cannot p | erform bronch | ial drainage treatment. | | | | | | | |

- 7. You can also print using View Provider Request displayed on the View Authorization Response page. The View Provider Request page will display all of the dates of service and units requested by the provider.
- 8. To check status of another PA, click on "Back to View Authorization Status."

| | | | | | | | | (| |
|-----|-------------|---------------|-----------|--------------------|---------------------|--|---------------------|------------------------------------|---|
| Vie | w Authoriz | ation Respon | ise for M | IARIA THOMA | s | | | | Back to View Authorization Status |
| | Autho | rization Trac | king # | 45201880002 | | | Process T | ype PCS SIG | NIFICANT CHANGE |
| | | | | | | | | | Expand All Collapse All |
| Rec | juesting Pr | ovider Inform | nation | | | | | | + |
| Rec | ipient Info | rmation | | | | | | | + |
| Ref | erring Prov | ider Informa | ition | | | | | | + |
| Dia | gnosis Info | rmation | | | | | | | ÷ |
| Ser | vice Provid | er / Service | Details I | Information | | | | | — |
| | | | | | | | | | |
| | | Provid | er ID 1 | 1544 | | ID Type NPI | | | |
| _ | | Service Loc | ation 3 | D-HOME HEALT | H CARE SPECI | IALISTS-STE A, 160 E HOR | IZON DR, I | HENDERSON, I | NEVADA, 89015-0000 |
| 1 | From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason |
| c | 07/06/2020 | 12/31/2020 | 100 | 100 | - | CPT/HCPCS 0001F- HEART FAILURE COMPOSITE | View | Certified Partial 07/06/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) |
| | | | | | | | | | |
| | | Edit Vie | ew Prov | ider Request | 7 | | | | Print Preview |
| | | | | | \smile | | | | |

Medical Citation

If there is medical citation or notes to the provider, a View link will be displayed in the Medical Citation Column.

| Vie | w Authoriz | ation Respon | ise for M | IARIA THOM | s | | | | Back to View Authorization Status |
|-----|-------------|---------------|-----------|--------------------|---------------------|--|---------------------|------------------------------------|---|
| | Autho | rization Trac | king # | 45201880002 | | | Process T | ype PCS SIG | NIFICANT CHANGE |
| | | | | | | | | | Expand All Collapse All |
| Req | juesting Pr | ovider Inform | nation | | | | | | + |
| Rec | ipient Info | rmation | | | | | | | + |
| Ref | erring Prov | ider Informa | ition | | | | | | + |
| Dia | gnosis Info | rmation | | | | | | | + |
| Ser | vice Provid | er / Service | Details I | Information | | | | | |
| | | | | | | | | | |
| | | | er ID 1 | | | ID Type NPI | | | |
| | | Service Loc | ation 30 | 0-HOME HEALT | 'H CARE SPECI | IALISTS-STE A, 160 E HOR | IZON DR, I | IENDERSON, I | VEVADA, 89015-0000 |
| F | From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason |
| 0 | 07/06/2020 | 12/31/2020 | 100 | 100 | - | CPT/HCPCS 0001F- HEART FAILURE COMPOSITE | <u>View</u> | Certified Partial 07/06/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) |
| | | | | | | | | | |
| | | Edit Vie | ew Prov | ider Request | | | | | Print Preview |

To view the medical citation and notes to provider, click on the the View link.

| View Authoriza | ation Response | for MARIA TH | IOMAS | | | | Ba | ack to View Authorization Status ? | | | | | |
|---------------------------------|--|--------------------|--------------------|---------------------------------|--|---------------------|---------------------------------|--|--|--|--|--|--|
| Author | rization Trackin | g # 4520188 | 0002 | | Pro | cess Type PC | S SIGNIFICANT CHA | NGE | | | | | |
| | | | | | | | | Expand All Collapse All | | | | | |
| Requesting Pro | ovider Informati | ion | | | | | | + | | | | | |
| Recipient Info | mation | | | | | | | + | | | | | |
| Referring Prov | ider Informatio | n | | | | | | + | | | | | |
| Diagnosis Info | rmation | | | | | | | + | | | | | |
| Service Provide | Service Provider / Service Details Information | | | | | | | | | | | | |
| | Provider I Service Locatio | | IEALTH CARE SI | ID Type PECIALISTS-ST | | N DR, HENDER | 50N, NEVADA, 8901 | 5-0000 | | | | | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason | | | | | |
| 07/06/2020 | 12/31/2020 | 100 | 100 | - | CPT/HCPCS 0001F-HEART FAILURE COMPOSITE | <u>Hide</u> | Certified Partial 07/06/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) | | | | | |
| 7773 - Lack Notes To Pr – | 0//06/2020 12/31/2020 100 100 - FAILURE 07/06/2020 weeks hours monthe) | | | | | | | | | | | | |

Search Options Tab:

You also have the ability to search for specific authorizations by clicking on the Search Options tab instead of the Prospective Authorizations tab.

To search for authorizations under the View Authorization Status, enter at least one of the following:

1. Authorization Information

- o Authorization Tracking Number
- Day Range or Service Date

-OR-

0

2. Status Information

- o Select a status from the Status drop-down list
 - When searching using status you will have to also enter at least one of the following:
 - Authorization Tracking Number
 - Day Range or Service Date
 - Recipient Information
 - Provider Information
- Please allow up to one hour after the time of your PA submission before trying to search using "Status Information."

-OR-

- 3. Enter at least one of the following: Recipient Information
 - Recipient ID
 - o Birth Date
 - o Last Name
 - o First Name
 - If birth date or first name is entered, then member ID and/or last name must also be entered.

-OR-

- 4. Enter the following: Provider Information
 - Provider ID
 - o ID Type
 - Servicing/Referring Provider selection

To search by Provider Information, you can search for servicing/rendering provider by clicking on the magnifying glass icon " $^{\bigcirc}$ ". Clicking on the magnifying glass will take you to the Provider Search page.

5. After the search criteria has been entered, click the "Search" button.

| | v | iew Authorization Status | ? |
|-----------------------------------|------------------|---|---|
| | | Prospective Authorization Search Options | |
| | | Enter at least one of the following fields to sea | rch for an authorization. |
| $\left(1\right)$ |) | Authorization Information | |
| \square | | Authorization Tracking Number | |
| | | | Select a Day Range or specify a Service Date |
| | | Day Range | Last 30 days V OR Service Date 0 |
| (2 |) | Status Information | |
| \square | | Select status to return authorization service lin | es with the chosen status. |
| | | Status | \checkmark |
| 3 |) | Recipient Information | |
| \smile | 1 | Member information is not mandatory. You car | either enter the Member ID; or the Last Name, First Name, and Birth Date. |
| | | Recipient ID | Birth Date 🛛 |
| | | Last Name | First Name |
| $\begin{pmatrix} 4 \end{pmatrix}$ | $\left.\right\}$ | Provider Information | |
| \smile | 1 | Provider ID | |
| | | | |
| | | This Provider is the | Servicing Provider on the Authorization Referring Provider on the Authorization |
| | | \sim | |
| | | (5) Search Reset (6) | |
| | | \bigcirc | |

Search Results

The Search Results grid will display the PAs that match the search criteria or display a message that there are no results. Click on the "Authorization Tracking Number" to view the statuses of the individual detail lines.

Prior authorization searches done without selecting a status will not display status information in the search results. The service dates displayed in the search results are the overall service dates of the PA.

| Search Results | | | | | | |
|---|----------------------------|---------------------------------|-----------------|-----------------|-------------------------------|-------------------------------|
| Authorization Tracking <u>Number</u> | Service Date 🔻 | <u>Recipient</u> <u>Name</u> | Recipient ID | Process Type | Requesting Provider | Servicing Provider |
| 100000121 | 04/01/2017 - 04/30/2017 | Smith, Jane Doe | 1 | Outpt M/S | Plano Independent Hospital | Plano Independent Hospital |

Prior Authorization searches done using status will display service lines of all PAs with the specified status. The service dates displayed in the Search Results grid are the service dates on the service line and not the overall service dates of the PA. The results will also display the service line details including the Procedure or Revenue Code.

| Search Results | | | | | | | | |
|----------------------------------|-------------------------------|-----------------------|--|---------------------------------|--------------|-----------------|--------------------------------------|-------------------------------------|
| Authorization Tracking Number | <u>Service</u> <u>Date</u> | Decision | Procedure/Revenue Code | <u>Recipient</u> <u>Name</u> | Recipient ID | Process Type | <u>Requesting</u> <u>Provider</u> | <u>Servicing</u> <u>Provider</u> |
| <u>35171220004</u> | 05/02/2017 | Certified In Total | CPT/HCPCS K0002-Stnd hemi (low seat) whichr | LIBBY R | 000000 | DME | PHARMACY | PHARMACY |
| <u>35171220004</u> | 05/03/2017 | Certified In Total | CPT/HCPCS K0008-Cstm manual wheelchair/base | LIBBY R | 000000 | DME | PHARMACY | PHARMACY |

6. For additional searches, click the "Reset" button on the View Authorization Status page and enter in required information. Click "Search" button again.

4.9. Checking PA status through member focused viewing

The Member Focused Viewing link allows you to view a summary of all recipients' information on one page, based on the last 10 recipients previously viewed in the Electronic Verification System (EVS). When you search for other recipients in EVS, the Member Focused Viewing page remains available, so you do not have to repeat searches.

To check on PA status:

1. Click Member Focused Viewing from the My Home page.

| A Standard Barris | uman Services Financing and Policy Provider Portal | |
|--|---|--|
| My Home Eligibility Claims Care | Management File Exchange Resources | |
| My Home | | |
| Provider | Welcome Health Care Professional! | Contact Us |
| Name ABC MEDICAL Provider ID 1073518007 (NPI) Location ID 250000259 | | Secure Correspondence |
| Revalidation Date 05/17/2028 License _ > <u>My Profile</u> > <u>Manage Accounts</u> | | Use Secure Correspondence to communicate with Nevada Medicaid representatives regarding Nevada Medicaid questions and to submit cl appeals. |
| Provider Services Member Focused Viewing Search Payment History Revalidate-Update Provider | We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and search for claims, payment information, and access Remittance Advices, our secure site provides access to eligibility, answers to frequently asked questions, and the ability to process authorizations. | A Contact Tracking Number (CTN) v be generated once the request is submitted. You will receive an emai notify you when there is a response your inquiry. |
| Pharmacy PA | Prior Authorization Quick Reference Guide [Review] | |

The Member Focus Search page displays two tabs. If you have previously viewed recipients, the Last Member Viewed tab displays up to the last 10 searches. If no recipients have been previously viewed, then only the Search tab displays. Selection of an individual recipient from either tab displays the Member In Focus bar at the top of the page, and summary information below, including their recent activity.

2. Click the name that is listed on the Member Focus Search page.

-OR-

3. Click the Search tab and enter in required information.

| t Members Viewed | | ow. Click on the member name | below to access the M | ember Focus View. | |
|---|-------------|------------------------------|-----------------------|-------------------|------------|
| Recipient ID | 2 Recipient | Gender | Birth Date | City | ZIP Code |
| XXXXXXXXXX | JOHN SMITH | Male | | LAS VEGAS | 89120-0000 |
| XXXXXXXXXXX | JANE DOE | Female | | LAS VEGAS | 89106-0000 |
| 000000000000000000000000000000000000000 | SUSAN JONES | Female | | LAS VEGAS | 89121-0000 |
| XXXXXXXXXX | SALLY SMITH | Female | | LAS VEGAS | 89110 |

The Search tab allows you to search for recipients and select a recipient to view. When searching for recipients, you must enter complete information. Partial information will not generate a search.

- Solution To avoid generating a large number of search results, you should enter as much information as possible to limit your searches.
- 4. After search criteria has been entered, click the "Search" button.

| Indicates a required field. Enter the Recipient ID or Last Nan | ne First Name and Birth Date | |
|---|------------------------------|--------------|
| Recipient ID | | |
| - | | |
| Last Name | First Name | Birth Date 🔒 |
| City | ZIP Code 🔒 | |
| \frown | | |

Search results display on the Search Results page.

5. Click recipient's name in the search results for Member in Focus details.

| Indicates a re | quired field. ipient ID or Last Name, First Na | ame and Birth Date. | | |
|-----------------------------------|---|--|---------------------|---------|
| Recipient ID Last Name City | Doe | First Name Jane ZIP Code ₀ | Birth Date 02/2 | 23/1954 |
| 5 | earch Reset | | | |
| earch Results | 3 | | | |

The recipient details show the recipient's demographics, benefit plans (if applicable), pending claims, authorizations, or no results. At the top of the page, the recipient will remain in focus even if the user checks details on another recipient.

6. Click the authorization listed under the Your Member Authorizations heading. You will be directed to the View Authorization Response page.

| ember in Focus: | | | <u>Close I</u> | Member Focus |
|--|----------------------------|--|----------------|--------------|
| | Member Details | \delta Coverage Details | | |
| | Recipient ID | Coverage | Effective Date | End Date |
| | Name Birth Date | MEDICAID FFS | 08/22/2016 | 08/31/2016 |
| | City | A few all of the construction information. | | |
| | State | View eligibility verification information | nation | |
| A A A A A A A A A A A A A A A A A A A | Gender | | | |
| 1 BEE | Primary Language | | | |
| | Your Member Claims | | | |
| Other Details | Medical/Dental | | | |
| Secure Correspondence Review previously sent messages or send new secure messages. | | There are no claims for this member. | | |
| | Sour Member Authorizations | ; | | |
| | Submit an Authorization | | | |
| \sim | Authorization # | Servicing Provider Nam | ne | |
| (6 | 20000 | MEDICAL CENTER | | |
| \smile | 20000 | MEDICAL CENTER | | |
| | 20000 | MEDICAL CENTER | | |

7. Click **Expand All** or the " ' icons to view the PA details.

| | MIIQV H JJ> | Change | ID: | | | 1900 | cum co memora | Focus Close Member Focus |
|--------------|--------------------------------------|-------------------------|------------|-------------------------------------|---|-----------------------------|--------------------|--------------------------|
| | | | | | | | P | rint Preview |
| ew Authoriz | ation Respon | se for MI | QV JJXA | | | | Back to Vi | iew Authorization Status |
| Autho | rization Tracl | king # 4 | 5201870001 | | Process Type OU | TPT M/S | (| 7 Expand All Collapse |
| questing Pro | ovider Inform | nation | | | | | | |
| cipient Info | rmation | | | | | | | |
| ferring Prov | ider Informa | tion | | | | | | |
| | | | | | | | | |
| agnosis Info | | | | | | | | |
| agnosis Info | | | formation | | | | | |
| agnosis Info | rmation er / Service I Provide | Details In er ID 178 | 0821405 | 161 W CHARLI | ID Type NPI ESTON BLVD, LAS VEGAS, NEVADA, 89146-1 | 1126 | | |
| agnosis Info | rmation er / Service I Provide | Details In er ID 178 | 0821405 | 161 W CHARLI Remaining Amount | | 1126 Medical Citation | Decision / Date | Reason |

By expanding the page, you can view:

- 8. Requesting Provider information
- 9. Recipient information
- 10. Diagnosis information
- 11. Service Provider/Service Details

Note: The recipient is still in focus at the top of the page.

| View Authori | zation Respon | se for M | AXLE VOII | | <u> </u> | | | Back to V | iew Authorization Sta |
|-------------------|-----------------|------------|---------------------------|---------------------|------------------------------|-------------------------|---------------------|------------------------|---|
| dessitive working | orization Trac | | | | | Process Type Ol | ITPT M/S | Network and Address of | |
| Auto | | ang a s | 02010/0001 | | | rioces type of | 5111105 | | Expand All Coll |
| Requesting P | rovider Inform | ation | | | | | | | |
| | | | 80821405 -NEHA PATEL-6 | 161 W CHARL | ID Type NPI STON BLVD, LA | S VEGAS, NEVADA, 89146- | 1126 | | |
| Recipient Inf | rmation | | | | | | | | |
| | | ient MI | IQV JJXA /12/2014 | | | | | | |
| Referring Pro | vider Informa | tion | | | | | | | |
| | Provide | r ID | | | ID Type NPI | Name | NEHA PATE | 5L | |
| Diagnosis Inf | ormation | | | | | | | | |
| Please note the | t the 1st diagn | sis enter | ed is considered | to be the prin | icipal (primary) | - | | | |
| | gnosis Type | | | | | Diagnosis Cod | le | | |
| I | CD-10-CM | | E1010-Type 1 o | liabetes mellit | is with ketoacide | sis without coma | | | |
| | der / Service I | Details II | nformation | | | | | | |
| Service Provi | Provide | | 80821405 -NEHA PATEL-6 | 161 W CHÄRLI | ID Type NPI STON BLVD, LA | S VEGAS, NEVADA, 89146- | | | |
| Service Provi | | tion 20 | | | | | | Desiring / | and the second se |
| Service Provi | Service Loca | units | Remaining Units | Remaining Amount | | Code | Medical Citation | Decision / Date | Reason |

To print the Authorization Request:

1. To view full page in printable format, click Print Preview. An additional small page displays giving you a printable view.

| | MIIQV H JJ> | | | | 7937 | | |
|--------------|----------------------------|------------|------------|---|-----------------------------|--------------------|--------------------------|
| | | | | | | P | rint Preview |
| ew Authoriz | ation Respon | se for MI | IQV JJXA | | | <u>Back to V</u> | iew Authorization Status |
| Autho | rization Tracl | king # 4 | 5201870001 | Process Type OU | TPT M/S | | |
| questing Pr | ovider Inform | nation | | | | | Expand All Collapse |
| cipient Info | rmation | | | | | | [|
| ferring Prov | vider Informa | tion | | | | | |
| | | | | | | | |
| agnosis Info | ormation | | | | | | |
| - | ler / Service I | Details In | formation | | | | [|
| - | ler / Service I Provide | er ID 178 | 0821405 | ID Type NPI ESTON BLVD, LAS VEGAS, NEVADA, 89146-1 Code | 1126 Medical Citation | Decision / Date | |

2. Click "Print" button for printing option.

| ew Authoriza | tion Response | for MIIQV | AXL | | | | Print |
|----------------|---|--------------------|--------------------|---------------------------|--|---------------------------------|---|
| | on Tracking # | | | | Process Type OUTPT I | M/S | |
| equesting Pro | vider Informa | tion | | | | | |
| | vider ID 1780 Service Locati | | | Type NPI W CHARLESTO | N BLVD, LAS VEGAS, NEVADA, 89146-1126 | | |
| cipient Infor | mation | | | | | | |
| R | pient ID 9102 ecipient MIIQ rth Date 03/1 | AXEE V9 | | | | | |
| eferring Provi | der Informatio | on | | | | | |
| Pi | ovider ID 17 | 808 | I | D Type NPI | Name NEHA PATE | EL | |
| agnosis Infor | mation | | | | | | |
| ase note that | the 1st diagnosi | is entered is | considered to | be the principa | l (primary) Diagnosis Code. | | |
| Diagn | osis Type | | | | Diagnosis Code | | |
| ICE | 0-10-CM | E101 | 0-Type 1 diabe | etes mellitus wi | th ketoacidosis without coma | | |
| rvice Provide | r / Service De | tails Infor | mation | | | | |
| | ovider ID 17 | | | D Type NPI W CHARLESTO | N BLVD, LAS VEGAS, NEVADA, 89146-1126 | | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Decision / Date | Reason |
| 01/01/2020 | 12/31/2020 | 8 | 4 | - | CPT/HCPCS L1904-AFO MOLDED ANKLE GAUNTLET | Certified Partial 07/05/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) |
| Notes To Pr | rization require ovider | ments not n ose | net. | | | | |

3. You can also print by clicking View Provider Request displayed on the View Authorization Response page. This will show the units and "From" and "To/Through" dates *requested* by the provider.

| | : MIIQV H JJ> | | | | | | | |
|--------------|----------------------------|------------|------------|-------------------------------------|--|-----------------------------|--------------------|--------------------------|
| | | | | | | | Р | rint Preview |
| ew Authoriz | ation Respon | se for MI | IQV JJXA | | | | Back to V | iew Authorization Status |
| Autho | orization Tracl | king # 4 | 5201870001 | | Process Type OU | ITPT M/S | | |
| questing Pr | ovider Inform | nation | | | | | | Expand All Collapse |
| cipient Info | rmation | | | | | | | |
| ferring Prov | /ider Informa | tion | | | | | | |
| | | | | | | | | |
| ngnosis Info | ormation | | | | | | | |
| - | ler / Service I | Details In | formation | | | | | |
| - | ler / Service I Provide | er ID 178 | 308 | 161 W CHARLE | ID Type NPI ESTON BLVD, LAS VEGAS, NEVADA, 89146- | 1126 | | |
| - | ler / Service I Provide | er ID 178 | 308 | 161 W CHARLE Remaining Amount | 1010 | 1126 Medical Citation | Decision / Date | |

- 1. To check the status of another PA or for another recipient, click Back to View Authorization Status.
- 2. To view the original requested dates of service and units on the PA, click View Provider Request.
- 3. To change the recipient in focus, click Change next to the name in the Member in Focus bar. This will take you back to the Member in Focus page. You can select from the other recipients on the list.
- 4. To remove the member in focus while checking PA status on another recipient, click Close Member Focus or click on the "²" icon. The View Authorization Response page will then be in view and the user will no longer be in Member Focused Viewing.

| w Authoriz | ation Respon | ise for MI | AXLL VOI | | والمراجع والمتحد والمتح | | Back to V | iew Authorization Status | ? |
|--------------|-----------------|------------|--------------------|---------------------|---|---------------------|------------------------------------|---|---|
| Autho | rization Trac | king # 4 | 5201870001 | | Process Type OU | TPT M/S | | | |
| questing Pr | ovider Inform | nation | | | | | | Expand All Collapse / | - |
| | Provide | er ID 17 | 8082 | | ID Type NPI | | | | |
| | | | | 161 W CHARLE | STON BLVD, LAS VEGAS, NEVADA, 89146- | 1126 | | | |
| cipient Info | rmation | | | | | | | | - |
| | Recipier | nt ID | | | | | | | |
| | | pient MI | AXLL VOI | | | | | | |
| | | Date 03 | | | | | | | |
| | | | | | | | | | |
| ferring Prov | vider Informa | tion | | | | | | | - |
| | Provide | er ID 17 | 808 | | ID Type NPI Name | NEHA PATE | L | | |
| agnosis Info | ormation | | | | | | | | - |
| ase note tha | t the 1st diagn | osis enter | ed is considered | to be the prin | cipal (primary) Diagnosis Code. | | | | |
| Diag | jnosis Type | | | | Diagnosis Cod | e | | | |
| IC | CD-10-CM | | E1010-Type 1 o | liabetes mellitu | is with ketoacidosis without coma | | | | |
| rvice Provid | er / Service | Details Ir | ofrmation | | | | | | - |
| | | | | | | | | | - |
| | Provide | er ID 17 | 80821405 | | ID Type NPI | | | | |
| | Service Loca | ation 20 | NEHA PATEL-6 | 161 W CHARLE | STON BLVD, LAS VEGAS, NEVADA, 89146- | 1126 | | | |
| From Date | To Date | Units | Remaining Units | Remaining Amount | Code | Medical Citation | Decision / Date | Reason | |
| 01/01/2020 | 12/31/2020 | 8 | 4 | - | CPT/HCPCS L1904-AFO MOLDED ANKLE GAUNTLET | View | Certified Partial 07/05/2020 | Product/service/procedure delivery pattern (e.g., units, days, visits, weeks, hours, months) | |

4.10. Maintain Favorite Providers

Providers and delegates can add and remove providers from their favorites list using the Maintain Favorite Providers page, located under the Care Manangement tab. The list of favorite providers will be available for selection as the servicing provider, referring provider and rendering provider when creating a prior authorization. Up to 20 providers can be added to the favorites list.



Add a Favorite Provider:

1. Enter the Facility or Provider ID and ID Type, then click Add.

| | viders on the list below will be available for select | on as the facility or ser | vicing provider when you are cre | ating an auth | orization. | | |
|----------|---|---------------------------|----------------------------------|------------------|-------------|-------------------------------|------------------|
| ou may | y have up to 20 providers on your favorites list. | | | | | | |
| | a new provider enter the Facility or Provider ID an provider, select the Remove link in the row. | d ID Type, then click A | dd. If you do not know the ID ar | id type, click t | he magnify | ing glass for a provi | der look up. |
| | | _ | | | | | |
| * Indi | cates a required field. | \frown | ` | | | | |
| | | | 1 | | | | |
| | *Facility or Provider ID | (2 | Туре 🗸 🗸 | Name _ | | | |
| | *Facility or Provider ID Add | | Туре 🔍 🗸 | Name _ | | | |
| Seq | - | Provider ID | Type V | Name _ | State | Zip Code | Action |
| Seq 1 | Add | | | _ | State NV | Zip Code 89434-9641 | Action Remove |

2. If you do not know the ID and type, click the magnifying glass for a provider look up.

The Provider Search page allows you to Search By ID or search by name when clicking on the Search By Name tab, and search by organization when clicking on the Search By Organization tab.

| Provider ID Search | ? |
|--|---|
| Search By ID Search By Name Search By Organization | |
| * Indicates a required field. *Provider ID Provider ID Type | |
| Search Cancel | |

Delete a Favorite Provider:

1. To delete a provider, select the Remove link on the right side of the row.

| Favorite | e Providers for Authorizations | | | | | | ļ |
|----------|---|--------------------------|----------------------------------|-----------------|-------------|-------------------------------|------------------|
| | iders on the list below will be available for selectio have up to 20 providers on your favorites list. | n as the facility or sen | vicing provider when you are cre | ating an auth | orization. | | |
| lelete a | new provider enter the Facility or Provider ID and provider, select the Remove link in the row. | ID Type, then click Ac | ld. If you do not know the ID an | d type, click t | he magnify | ing glass for a provi | der look up. T |
| | *Facility or Provider ID | - • • • | D Type 🗸 🗸 | Name _ | | | |
| | Add | | | | | | |
| | | | | | | | |
| Seq | Provider Name | Provider ID | Address | City | State | Zip Code | Action |
| Seq 1 | Provider Name | Provider ID | Address | City | State NV | Zip Code 89434-9641 | Action Remove |

4.11. Logging out of PA status

After verifying PA status, it is strongly recommended that you log off after each session. This will ensure PHI is secure and makes the login readily available for the next user.

- 1. To log out, click Logout located at the top right-hand corner of the page.
 - *∞* This hyperlink is located in the same area on all pages within EVS.



After clicking Logout, the Logout Confirmation page displays.

2. Click OK or click Cancel to go back to previous page.

| Logout Confirmation | × |
|----------------------------------|---|
| Are you sure you want to logout? | |
| OK 2 Cancel | |

After clicking OK, you will be taken back to the Provider Login Home page.

4.12. Authorization Criteria

The Authorization Criteria page allows providers and their delegates the ability to search criteria for PA requirements for a procedure or revenue code based on provider type and specialty using Provider Web Portal. The online authorization criteria search can be accessed through the unsecured and secured areas of the Provider Web Portal.

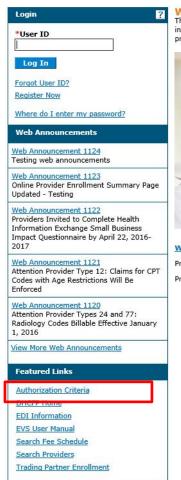
Gaining access to Authorization Criteria

To access the Authorization Criteria page using the unsecured area of the Provider Web Portal:

- 1. Open a web browser such as Internet Explorer or Firefox.
- 2. Enter <u>www.medicaid.nv.gov</u> in the address bar.
- 3. The Provider Web Portal Home page opens as shown below. Then click EVS. The submenu displays User Manual or Provider Login (EVS).

| f | Providers - | EVS- | Pharmacy - | Prior Au | thorization - | Quick Links+ | Calendar |
|----------|--------------------------------|--------|-----------------------|----------|--------------------------|--------------|----------|
| Ar | nouncement | User № | 1anual | | Welco | me | |
| W Te | eb Announe st- Please ignor | Provid | er Login (EVS | | WCICO | | |

- 4. Click Provider Login (EVS). The EVS Home page opens.
- 5. Click Authorization Criteria.



<text><text>

Website Requirements

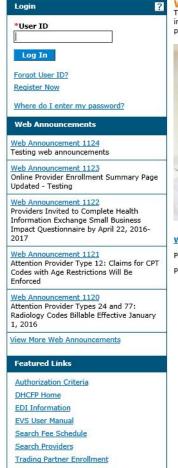
Prior Authorization Quick Reference Guide [Review] Provider Web Portal Quick Reference Guide [Review]

To access the Authorization Criteria page using the secured area of the Provider Web Portal:

- 1. Open a web browser such as Internet Explorer or Firefox.
- 2. Enter <u>www.medicaid.nv.gov</u> in the address bar.
- 3. The Provider Web Portal homepage opens as shown below. Then click EVS. The submenu displays User Manual or Provider Login (EVS).

| A | Providers - | EVS- | Pharmacy - | Prior Aut | horization - | Quick Links+ | Calendar |
|--------|----------------------------------|--------|-----------------------|-----------|-------------------------|--------------|----------|
| A | nnouncement | User № | 1anual | | Welcor | mo | |
| V T | Veb Announe est- Please ignor | Provid | er Login (EVS | | VICICO | | |

4. Click Provider Login (EVS). The EVS Home page opens.



What can you do in the Provider Portal Through this secure and easy to use internet portal, healthcare providers can inquire on the status of their claims and payments, inquire on a patient's eligibility, process prior authorization requests and access Remittance Advices. In addition, healthcare providers can use this site for further access to contact information for services provided under the Nevada Medicaid program.



Website Requirements Prior Authorization Quick Reference Guide [Review]

Provider Web Portal Quick Reference Guide [Review]

- 5. Log in to the Provider Web Portal.
- 6. On the "My Home" page, under Care Management click the "Authorization Criteria" link to open the Authorization Criteria page:



When the Authorization Criteria link is clicked on either the unsecured or secured areas of the Provider Web Portal, the Authorization Criteria provider portal page is displayed.

The following fields are displayed on the Authorization Criteria page:

- 1. Code Type (Dental, Medical (CPT/HCPCS) and Revenue Code)
- 2. Procedure Code or Description
- 3. Provider Type
- 4. Provider Specialty (optional)

| Authorization Criteria | ? |
|--|---|
| * Indicates a required field. Select a Code Type from the drop-down list, then enter the Procedure Code or Description. | |
| The information contained in the search results is made available to provide information and is not a guarantee by the State or the Department or its employees as to the present accuracy of the information contained herein. All attempts are made to provide the most current information. A prior authorization is not a guarantee of payment. Payment may be denied in accordance with Nevada Medicaid policies and procedures and applicable law. | |
| As a Nevada Medicaid provider the responsibility to know appropriateness of services applicable to your provider type are yours. Additionally, providers are highly encouraged to visit <u>www.dhcfp.nv.gov</u> to view allowable services under their enrolled provider type to the respective Medicaid services manuals and for more direction on Medicaid requirements and limitations of services. | |
| 2 *Procedure Code or Description 0 3 *Provider Type 0 | |
| 4 Provider Specialty e | |
| Search Reset | _ |

The fields marked with a red * are required fields.

Note: The provider type will default to the logged in provider's type when the Authorization Criteria page is accessed from the secure portal. The defaulted provider type can be overridden.

1. **Code Type** select one of the following options:

| *Proc | *Code Type edure Code or Description 0 | Select Dental Medical Revenue |
|-------|---|--|
| | *Provider Type 0 | |
| 2. | Procedure Code or Descrip Enter Procedure Code: | ion. |

| *Code Type | Medical V |
|----------------------------------|--|
| *Procedure Code or Description 0 | 332 × |
| *Provider Type 0 | 33200-INSERTION OF HEART PACEMAKER 33201-INSERTION OF HEART PACEMAKER |
| Provider Specialty 9 | 33202-INSERT EPICARD ELTRD OPEN 33203-INSERT EPICARD ELTRD ENDO |
| | OR |

Enter Description of the code:

| *Code Type | Medical V | |
|----------------------------------|--|--|
| *Procedure Code or Description 0 | relod × | |
| *Provider Type 9 | 33222-RELOCATION POCKET PACEMAKER 33223-RELOCATE POCKET FOR DEFIB | |

3. Provider Type.

Enter Number: (If not using the default)

| *Code Type | Medical V | |
|-------------------------------------|---|---|
| *Procedure Code or Description 9 | 33222-RELOCATION POCKET PACEMAKER | |
| *Provider Type® | 02 | × |
| Provider Specialty 0 | 020-PHYSICIAN,M.D.,OSTEOPATH 021-PODIATRIST 022-DENTIST | |
| | OR | |
| Enter Description: | | |
| *Code Type | dical 🗸 | |
| *Procedure Code or Description 0 33 | 222-RELOCATION POCKET PACEMAKER | |
| *Provider Type 0 ph | × | |
| Drovider Specialty 0 | 20-PHYSICIAN,M.D.,OSTEOPATH 58-PHYSICALLY DISABLED WAIVER | |

4. **Provider Specialty**.

Enter Specialty Code:

| Provider Specialty 0 | 06 | × | | | |
|----------------------|--|---|--|--|--|
| Search Reset | 060-INTERNAL MEDICINE 061-NEUROLOGICAL SURGERY 062-OBSTRETICS AND GYNECOLOGY 063-OPTHALMOLOGY | | | | |
| OR | | | | | |
| Enter Description: | | | | | |
| Provider Specialty 0 | or | × | | | |

| Search Reset | 064-ORTHOPEDIC SURGERY 074-THORACIC SURGERY 079-ORTHODONTIST | |
|--------------|--|--|
| | 080-ORAL SURGERY | |

Please note: In most instances the Provider Specialty is not necessary and may not be required. If you enter a specialty and the result you receive is "There are no records found based on the search criteria entered," please re-check with the Provider Specialty field blank.

After all of the search criteria has been entered, click the "Search" button to display the search results:

| Authorization Criteria | | | | | | | | | | | | |
|--|-------------------------------------|-----------------------------------|--------------------|------------------------------|-------------|--------------|------------|--|--|--|--|--|
| * Indicates a required field. Select a Code Type from the drop-down list, then enter the Procedure Code or Description. | | | | | | | | | | | | |
| The information contained in the search results is made available to provide information and is not a guarantee by the State or the Department or its employees as to the present accuracy of the information contained herein. All attempts are made to provide the most current information. A prior authorization is not a guarantee of payment. Payment may be denied in accordance with Nevada Medicaid policies and procedures and applicable law. | | | | | | | | | | | | |
| As a Nevada Medicaid provider the responsibility to know appropriateness of services applicable to your provider type are yours. Additionally, providers are highly encouraged to visit <u>www.dhcfp.nv.gov</u> to view allowable services under their enrolled provider type to the respective Medicaid services manuals and for more direction on Medicaid requirements and limitations of services. | | | | | | | | | | | | |
| *Code Type Medical V | | | | | | | | | | | | |
| *Procedure Code or De | scription 😣 | 33222-RELOCATION POCKET PACEMAKER | | | | | | | | | | |
| *Provider Type () 20-Physician, M.D., Osteopath, D.O. | | | | | | | | | | | | |
| Provider Specialty 🖶 | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Search Reset | | | | | | | | | | | | |
| Search Results | | | | | | | | | | | | |
| To show/hide Service Limits click on Required if exceeding service limitations hyperlink. Total Records: 2 | | | | | | | | | | | | |
| | | | | | | Age | Effective | | | | | |
| Procedure | Pr | ovider Type | Provider Specialty | <u>Claim Type</u> | PA Required | Restrictions | Date A | | | | | |
| 33222-RELOCATION POCKET PACEMAKER | 20-Physician, M.D., Osteopath, D.O. | | All Specialty | Professional Xover Claims | Always | 000-999 | 01/01/1989 | | | | | |
| I AGENANEN | 0.0. | | | Ciulina | | | 12/31/2299 | | | | | |
| 33222-RELOCATION POCKET | 20-Physician, M.D., Osteopath, | | All Specialty | Professional Claims | Always | 000-999 | 01/01/1989 | | | | | |
| PACEMAKER | D.O. | | | | | | 12/31/2299 | | | | | |

If multiple rows are returned, the search results can be sorted by:

- Provider Specialty
- Claim Type
- PA Required
- Age Restrictions
- Effective date

The example below is sorted by Provider Specialty:

| *Code Type Medical V *Procedure Code or Description @ a4377 *Provider Type @ 017-SPECIAL CLINICS Provider Specialty @ Search Results | | | | | | | | | | | | | |
|--|---------------------|--|---|-------------------|---|---------------------|--------------------------|--|--|--|--|--|--|
| To show/hide Service Limits click on Required if exceeding service limitations hyperlink. Total Records: 7 | | | | | | | | | | | | | |
| Procedure | Provider Type | | Provider Specialty | <u>Claim Type</u> | PA Required | Age Restrictions | Effective Date | | | | | | |
| A4377-DRAINABLE PLSTIC PCH W/O FP | 017-SPECIAL CLINICS | | 166-FAMILY PLANNING | PRACTITIONER | Required if exceeding service limitations | 0-999 | 06/01/2006 12/31/9999 | | | | | | |
| A4377-DRAINABLE PLSTIC PCH W/O FP | 017-SPECIAL CLINICS | | 174-PUBLIC HEALTH | PRACTITIONER | Required if exceeding service limitations | 0-999 | 06/01/2006 12/31/9999 | | | | | | |
| A4377-DRAINABLE PLSTIC PCH W/O FP | 017-SPECIAL CLINICS | | 183-COMPREHENSIVE OUTPATIENT REHAB FACILITIES (CO | PRACTITIONER | Required if exceeding service limitations | 0-999 | 06/01/2006 12/31/9999 | | | | | | |
| A4377-DRAINABLE PLSTIC PCH W/O FP | 017-SPECIAL CLINICS | | 195-COMMUNITY HEALTH CLINICS - STATE HEALTH DIVIS | PRACTITIONER | Required if exceeding service limitations | 0-999 | 06/01/2006 12/31/9999 | | | | | | |
| A4377-DRAINABLE PLSTIC PCH W/O FP | 017-SPECIAL CLINICS | | 196-SPECIAL CHILDREN'S CLINICS | PRACTITIONER | Required if exceeding service limitations | 0-999 | 06/01/2006 12/31/9999 | | | | | | |