# 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			<b>—</b>
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 <b>Remove</b> 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				
		<b></b>		***	[]	***						
*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	<b>11</b>	12				
Tooth # Missing? Missing? Tooth #	1 	Birth patient's te	Date eeth are m	4	5	6	7 26	8	9 24	h number	<b>11</b>	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 <b>Remove</b> link to remove th		to be the princip	al (primary)	Diagnosis Cod	e.					
Diagnosis Type				Diagnosi	6 Code			Action		
<ul> <li>Click to collapse.</li> </ul>										
*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		<b>~</b>	<b>~</b>	✓	~	~		
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	<ul> <li>No favorite providers available.</li> </ul>	
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	<b>—</b>

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
<b>Requesting Provider Information</b>					-
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 <b>Remove</b> link to remove the entire row.								
Diagnosis Type	Diagnosis Code	Action						
<ul> <li>Click to collapse.</li> </ul>								
*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	<b>ove</b> 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 <b>Remove</b> 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 <b>Print Preview</b> to view authorization details and receipt. Click <b>Copy</b> to copy member data or authorization data. Click <b>New</b> 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	<b>ing #</b> 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		<b>O Type</b> 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	<b>pient</b> 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			<b>VPE</b> 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					<b>—</b>
		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	<b>g #</b> 4520188	0002		Pro	cess Type PC	S SIGNIFICANT CHA	NGE					
								Expand All   Collapse All					
Requesting Pro	ovider Informati	ion						+					
<b>Recipient Info</b>	mation							+					
Referring Prov	ider Informatio	n						+					
Diagnosis Info	rmation							+					
Service Provide	Service Provider / Service Details Information												
	Provider I Service Locatio		IEALTH CARE SI	<b>ID Type</b> 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		
-		<b></b>
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 <sub>0</sub>	 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	<ul> <li>A few all of the construction information.</li> </ul>		
	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 "<sup>2</sup>" 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.	$\frown$	<b>`</b>				
			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	<b>Zip Code</b> 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	- • <b>•</b> •	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	<b>Zip Code</b> 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.

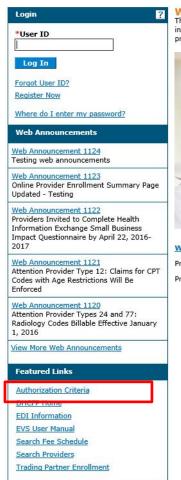
# **Gaining access to Authorization Criteria**

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).

<b>f</b>	Providers -	EVS-	Pharmacy <del>-</del>	Prior Au	thorization <del>-</del>	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

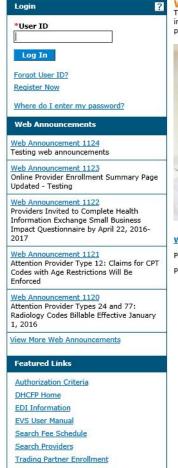
Prior Authorization Quick Reference Guide [Review] Provider Web Portal Quick Reference Guide [Review]

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 <del>-</del>	EVS-	Pharmacy <del>-</del>	Prior Aut	horization <del>-</del>	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.	<b>Procedure Code or Descrip</b> Enter Procedure Code:	ion.

*Code Type	Medical V
*Procedure Code or Description 0	332 ×
*Provider Type <del>0</del>	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						