

New Provider Road Map

Welcome! Use this road map as a guide while you navigate through enrolling as a new provider. It is recommended to attend the following courses in this suggested order to ensure you get the information and resources you need.

Icon Key:



Virtual Instructor-Led
Session Available in
Absorb



**YouTube Resource
Available (Linked)**

Using Absorb



This video will help new and experienced providers learn how to navigate and use the features of Absorb, The Nevada Medicaid Training Portal.

Enrollment Overview



All new providers are highly recommended to attend this session where step-by-step instructions on how to properly fill out an enrollment application in Provider Flex will be shown.

New Provider Orientation



Attend one of these monthly sessions for all provider types for a general overview of the Nevada Medicaid program including website navigations and helpful resources.

Provider Web Portal (PWP)



There are several Provider Web Portal (PWP) Series courses for you to choose from to gain valuable resources and information. Sessions offered may include navigating the claims tab, registering and managing accounts, treatment history, using the eligibility tab, and more.

Special Coverage Eligibility



This resource is most helpful to identify frequently used special coverage types including: Qualified Medicare Beneficiaries (QMB), Special Low Income Medicare Beneficiaries (SLMB) and/or Qualified Individuals (QI), Emergency Medical Non-Citizens, Managed Care Organization (MCO), and Pregnancy (PREG)

Prior Authorization (PA) Overview



This targeted training will include basics of a prior authorization, location of required forms, navigation of the PA submission process, after submission, and location of valuable resources on the Nevada Medicaid website.

Submitting a Claim



This video walks providers through submitting professional claims, highlighting basic, crossover, and third party liability (TPL) claim types.

Claim Appeals



This short, instructional video provides an overview of the the processes, situations, and expectations involved in claim appeals.

Adjustments and Voids



This targeted training includes: how to properly adjust or void a previously paid claim and locate valuable resources on the Nevada Medicaid website.

Provider Workshops



A variety of provider workshops are held quarterly to review any recent policy changes and review resolutions to common challenges for the provider type on a needs basis.

If you have any questions regarding these resources, please reach out to nevadaprovidertaining@gainwelltechnologies.com and include your NPI in your message.