March 1, 2024

Nevada Medicaid Web Announcement 3294

Urgent Notification for Electronic Visit Verification (EVV) Providers: Temporary Claims Submission Option Now Available

The Division of Health Care Financing and Policy (DHCFP) appreciates providers' patience as Sandata worked to find a temporary solution to allow Sandata Electronic Visit Verification (EVV) claims submission to bypass Optum, also known as Change Health Care/Connect Center. This new temporary solution will now allow for uninterrupted claims processing to Nevada Medicaid (EVV Payer ID NVFFS).

Please note: This temporary solution does not apply to Managed Care Organization payers or providers who choose to use an alternative EVV system.

Temporary claims submission: The good news is that providers do not have to change the way invoices are created or submitted, because **the claims submission process remains the same**. Sandata understands that many providers will be batching their claims in order to catch up on prior missed payments.

Timeout Error Message:

- Claim submissions containing more than 250 invoices may receive a Timeout Error message. This message can be ignored, and the claims will be processed successfully.

Time Frame:

- The weekly financial cycle remains the same during this temporary process. All claims submitted through Sandata EVV and approved in the Medicaid Management Information System (MMIS) **by Friday, March 1, at 2:00 PM Pacific Time will receive payment by Friday, March 8, 2024.**

Where do I find my Status and Remittance Information?

While the Optum ConnectCenter remains offline, any Sandata EVV claim submitted will not have the status and remittance information available to review in Connect Center. Therefore, for questions regarding the status or remittance, please log into the Nevada Medicaid Electronic Verification System (EVS) Portal at: https://www.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx