Verify Recipient Eligibility through Automated Response System or Electronic Verification System

Convenient tools are available to providers to verify recipient eligibility: the Automated Response System (ARS) and the online Electronic Verification System (EVS). Both of these methods are useful tools in obtaining recipient eligibility, as well as recent payment details, claim status and prior authorization information.

- To access ARS, call (800) 942-6511.
- To access EVS, visit the Nevada Medicaid website at www.medicaid.nv.gov. Select the "EVS" tab to review the User Manual and to register or login to EVS. For assistance with obtaining a secured login, contact the HP Enterprise Services Field Representatives at NevadaProviderTraining@hp.com or by calling (877) 638-3472. Select option 2 for provider, then option 0, then option 4 for Provider Training.

If ARS and EVS are not functioning, providers may contact the Customer Service Center by calling (877) 638-3472. Select option 2 for provider, then option 0, then option 2. Please have your servicing NPI, or API, recipient's Medicaid ID and date of service for the claim available.