Getting Started

The Provider Web Portal allows providers, or their delegates, the ability to perform various functions in a secure environment. Access requires log in to EVS from the Provider Portal website at: medicaid.nv.gov.

EVS availability

EVS is available 24 hours, 7 days a week except during the scheduled maintenance periods, Monday through Saturday from 12 midnight to 12:25 a.m. PST and Sunday 8 p.m. to 12:25 a.m. PST.

System requirements

To access EVS, you must have Internet access and a computer with a web browser (Internet Explorer 7.0 or higher or Firefox 3.0 or higher is recommended).

Accessing EVS for Early Registration

To access EVS:

1. Open your computer's web browser.

2. Enter the web address in the address bar: **medicaid.nv.gov**

3. You will be directed to the Provider Portal Home page.

4. Locate the "**Click here**" to access **Early Provider Web Portal Registration**" link.

You are now on the EVS Home page.

Registering in EVS

Registering for EVS access is required to use secured features, and is a separate registration process from registering as a Medicaid provider. The Provider Web Portal uses an independent website registration process that enables providers to create and customize their profile and assign delegates to work on their behalf. The portal relies on the Nevada MMIS to validate whether the provider is permitted access. Only one provider office registration is required with the ability to assign multiple delegates to perform clinical administration.

Providers, please note: If you choose to have an office administrator register on your behalf, the administrator must use your provider name or facility's name when registering in EVS. The administrator must then add their information as a delegate and then register as a delegate in order to utilize the secure features in EVS.

The website uses data from the provider's website profile to determine the level of access available based on the role. There are three roles that define levels for access:

- Provider
- Delegate
- Out-of-network provider

Some role examples:

Providers	Delegates	Out-of-Network Providers
Physician or Physician Group Registered Nurse Hospital Community Clinic Pharmacy Out of State providers who have enrolled in Nevada Medicaid	Office Administrator Office Manager Registered Nurse Medical Assistant Biller	DHCFP will register non-providers who can register as delegates and gain access to eligibility verification only.

Provider Groups: Register the **group NPI** to access EVS. Use the group name as the provider name. It is not necessary or required for each provider in that group to register separately to access EVS. If a provider is under a group *and* has their own separate practice outside of that group, they will want to register their individual NPI for their own individual practice.

Registering as a **Provider**

You only register once when entering the EVS Home page for the first time. (To register as a delegate, refer to page 15 of this user manual.) To register for EVS as a **provider**:

1. From the EVS Home page, click the Register Now hyperlink. The Registration Selector page appears.

2. From the Registration Selector page, select the option that best describes your role, i.e., Provider, Delegate, or Out-of-Network provider. In this example, we will be registering as a provider.

3. Click Provider. Step one of Registration page appears. See screen shot below.

   Note: Incorrect NPI, Tax ID or zip code entered will result in an "Error - 1001: Personal identity information not recognized or provider is inactive". You will not be allowed to go to the next step to register. If you are the administrative user registering for the provider, you will be responsible for gathering the correct NPI, Tax ID and zip code required to register; and to gather delegate information in order to add delegates prior to delegates registering in EVS.

Registration Step 1 of 2 - Personal Information   ?

* Indicates a required field.

Please provide the following information to get started!

Important: If you are registering as the administrative user and will be responsible for gathering required delegate information and creating all delegates for your NPI, Tax ID and zip code.

④

*First Name

*Last Name

*NPI/API

*Tax ID (FEIN or SSN)

⑤   *Zip Code ❶

Continue   **Cancel**

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4. On the first Registration page, enter provider information in the fields flagged with a red asterisk (*).

Important Note: When registering a provider, the name used must be the name tied to the NPI. (Example: NPI shows Dr. John Smith, first name entered in step one of Registration should be John and last name should be Smith, MD. For clinics or hospitals, use the name of the facility. Example: First Name is County Hospital. Last name may be Outpatient Services. These are just examples.) Administrators, If you error and used your own name rather than provider's name, you can change the "display name" in your profile to the provider's name. This will allow delegates to see the provider's name on their screens while logged in to EVS.

5. Click Continue. Step two of Registration will appear.

Home

Home > Registration Selector > Registration   Monday 09/26/2011 05:06 PM PST

Registration Step 2 of 2 - Security Information   ?

* Indicates a required field.

The User ID and Pass___ cannot be the same and the password must b___ characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

⑥   ⑦

*User ID   **Check Availability**

*Password

*Confirm Password

Please pro___ ur contact information below.

⑨ *Display Name

Phone Number ❶

*Email ❶

*Confirm Email ❶

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6. On the second Registration page, enter a User ID and Password.

   ✍ *Your User ID must be 8 to 20 characters in length and contain a minimum of one numeric digit, one letter, no spaces, and none of the following special characters: *\ /":!<+=;?@{].*

   ✍ *Your password must be 8 to 20 characters in length, not be the same as your User ID, and contain a minimum of one numeric digit, one uppercase letter and one lowercase letter.*

7. Check for user ID availability.

8. When confirmed available, click **Ok**.

9. Enter contact information.

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

1. Choose a personalized site key.

The site key provides a visual confirmation that you have accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

2. Type a **Passphrase** of your choosing.

The passphrase is yet another security identifier for you and the official website.

3. Select **Challenge Questions** and provide your answers

The challenge questions will only be verified when using a public computer.

4. Read the User Agreement and select the **User Agreement** box.

By selecting the User Agreement box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

5. Click **Submit**.

A pop-up box displays stating "User Sucessfully Registered!" A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

6. Click **OK** to continue.

Logging in as a provider

After the registration process has been completed, you can login for secured access.

To log in to EVS:

1. Type your **User ID**.

2. Click **Login**.

3. Answer the challenge question to verify your identity. You must respond to the challenge question the first time you use a personal computer, or every time you use a public computer.

4. Select whether you are using a personal computer or a public use computer.

5. Click **Continue**.

The next page displays your site key token. Confirm that your site key token and passphrase are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal website and it is safe to enter your password.

🔒 Confirm Site Key Token and Passphrase

Confirm that your site key token and passphrase are correct.

If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**.

If this is not your site key token or passphrase, do not type your password.
Call the customer help desk to report the incident.

Site Key:

(6) Passphrase apple

(7) *Pass

Sign In

Forgot Password?

6. Enter your **Password**.

7. Click **Sign In**.

You have successfully logged into EVS!

The **My Home** page appears below. Functions such as eligibility, claim search, etc. will be available on December 5, 2011.

Nevada Department of Health and Human Services
Division of Health Care Financing and Policy Provider Portal

Logout

My Home

👤 Provider

Name
Provider ID
Location ID
▸ My Profile
▸ Manage Account

Welcome Health Care Professional!

📞 **Contact Us**

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.

Granting access to a delegate

Once a provider is registered in EVS and has logged in, they can assign a delegate access to EVS on their behalf. The provider can add delegates through the **Manage Accounts** hyperlink on the EVS My Home page.

To add a delegate:

1. Click on Manage Accounts link. The Delegate Assignment page appears.

The Delegate Assignment page contains two tabs:

2. Add a new delegate, and

3. Add a registered delegate.

A new delegate is someone that has never registered in EVS. A registered delegate is someone that is already registered in EVS, and likely already exists as a delegate for another provider.

By selecting an existing delegate in the results list, you can access the delegate's detailed information and inactivate the delegate's access for that provider. Inactivating the delegate will prohibit a delegate from sharing information from one provider to another.

Adding a new delegate

By adding a new delegate, you will allow a staff member at your location to perform administrative functions on your behalf.

To register a new delegate:

1. From the My Home page, click on Manage Account hyperlink. The Delegate Assignment page appears.

2. Click **Add New Delegate** tab from the Delegate Assignment page.

3. Enter in all delegate's information, including last four digits of **Driver's License Number (DLN)**.

Important Note: The name of the delegate should be the actual name of the user. (Example: Dr. John Smith, MD would like to register his MA, Susan Jones, as a delegate. The name entered will be Susan Jones.)
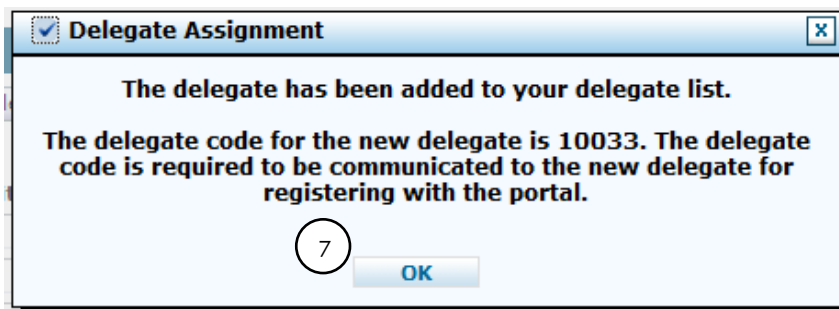
4. Click **Submit**.

Next screen will ask for a confirmation of information submitted.

5. Click **Edit**, **Confirm** or **Cancel**.

> ✍ *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

6. To confirm the delegate information, click **Confirm**.

You will receive a confirmation screen with a Delegate Code assignment. **This code must be entered by the delegate when they register.** Remind delegates to keep this code in case another provider wants to add them to their profile.

7. Click **Ok**.

#	Name ▲	Display Name	Birth Date	Last 4 of DLN	Delegate Code	Status
1	Thomas, Robert	Robert Thomas	12/31/1985	2245	10031	Active - Pending

8. You will then be directed back to the Delegate Assignment screen where you can view the delegate assigned to you as . You can then add another delegate or add a delegate that is already registered under another provider.

Adding an existing registered delegate

Adding an existing delegate is to add a person who has registered under a different provider that you will choose to act on your behalf at your location as the provider.

To add an existing delegate:

1. From My Home page, click **Manage Acount** hyperlink, or

2. From Delegate Assignment screen, click **Add Registered Delegate** tab.

3. Enter in last name and the delegate code of a delegate that is currently registered under another provider.

4. Click **Submit**.

Next screen will ask for a confirmation of information submitted.

5. Click **Edit**, **Confirm** or **Cancel**.

   ✎ *Clicking on **Cancel** will take you back to the Delegate Assignment page. Clicking on **Edit** will allow you to make any changes in the Delegate Assignment page. After making changes, click **Submit**.*

6. To confirm the delegate information, click **Confirm**.

A Delegate Assignment confirmation box displays stating the delegate was added to the provider's delegate list.

7. Click **Ok**.

The delegate will be added to the Delegate Assignment page.

Inactivating a delegate

Inactivating a delegate will remove that delegate from performing on your behalf at your location. It will not remove the delegate from other providers.

To inactivate a delegate:

1. From My Home page, click Manage Acount hyperlink.

The Delegate Assignment page displays listing all active delegates registered under the logged in provider.

2. Click the delegate's name to change the status of the delegate.

The delegate's information will display under the **Edit Delegate** tab.

3. Click **Inactivate**.

A message screen box displays stating the delegate status has been set to Inactive.
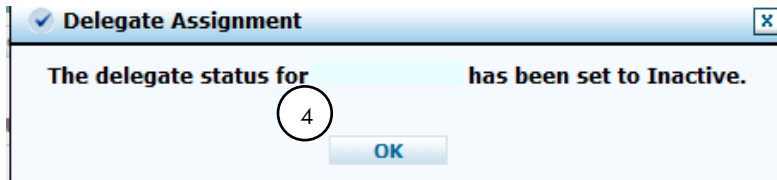
This will change the delegate status from Active to Inactive and will not allow that delegate to access your information.

4. Click **OK**

Registering as a delegate

You only register once when entering the EVS Home page for the first time. **Before registering as a delegate**, your provider must grant you access by giving you an **access code**. To obtain this code, you must give your provider or office administrator some basic information they will need to add you as a delegate in order to access EVS. That information will include:

- Your first and last name

- Date of birth

- Last four digits of your Driver's License Number (DLN).

Once the provider or administrator receives this information, they can add you as a delegate and obtain the access code for you to register in EVS.

To register for EVS as a delegate:

1. From the EVS Home page, click **Register Now**. The Registration Selector page will appear.

2. From the Registration Selector page, select the option that best describes your role, i.e., Provider, Delegate, or Out-of-Network provider.

3. Click **Delegate**.

4. On the first Registration page, enter your information in the fields flagged with a red asterisk (*).

Important Note: The information must match what was given to the provider who granted you access. If it does not match because the provider entered the information incorrectly, the provider can deactivate the delegate with the invalid information and add a new delegate with the correct information. A new delegate code will be generated for you to use in registration.

5. Click **Continue**.

6. On the second Registration page, enter a **User ID** and **Password**.

   ✏ *Your user ID must be 8 to 20 characters in length and contain a minimum of one numeric digit, one letter, no spaces, and none of the following special characters: *\ /":!<+=;?@{].*

   ✏ *Your password must be 8 to 20 characters in length, not be the same as your user ID, and contain a minimum of one numeric digit, one uppercase letter and one lowercase letter.*

7. Check for **User ID** availability.

8. When confirmed available, click **Ok**.

9. Enter contact information.

Your contact information will include a phone number and an email address. This one-time entry will be saved and will be used to contact you to respond to any correspondences or inquiries you send through the secured portal.

1. Choose a personalized site key.

The site key provides a visual confirmation that the correct user has accessed the correct website area. The key protects your privacy online by pairing the key with the official Provider Web Portal, and not an unauthorized website.

2. Type a **Passphrase** of your choosing. The passphrase is yet another security identifier for the user and the official website.

Please [3] a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1	What is your favorite sports team?
*Answer to #1	
*Challenge Question #2	What was the name of the first school you attended?
*Answer to #2	
*Challenge Question #3	What is the name of your favorite pet?
*Answer to #3	

3. Select **Challenge Questions** and provide your answers. The challenge questions will only be verified when using a public computer.

User Agreement

Access Policy

This application and computer system are the property of Nevada Medicaid Administration, Inc. and for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Users consent via utilization of this application or system to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of Nevada Medicaid Administration.

§ Unauthorized use is prohibited;

§ Usage may be subject to security testing and monitoring;

§ Misuse is subject to criminal prosecution;

[4] □ By [5] this box, you acknowledge that you have read and understood the User Agreement, and agree to the terms and conditions as described about the which you will perform.

[Submit] [Cancel]

4. Read the user agreement and select the User Agreement box.

By selecting the **User Agreement** box, you acknowledge that you have read the user agreement and agree with the terms and conditions as described about the role in which you will perform.

5. Click **Submit**.

A pop-up box displays stating "User Sucessfully Registered!" A confirmation email containing login information will be sent to the email address provided. Email notification can take 15 to 30 minutes to be delivered.

☑ **User Successfully Registered** ☒

You have successfully registered for the provider portal!

A confirmation email containing your login information has been sent to the email address provided. Email notifications can take 15 to 30 minutes to be delivered.
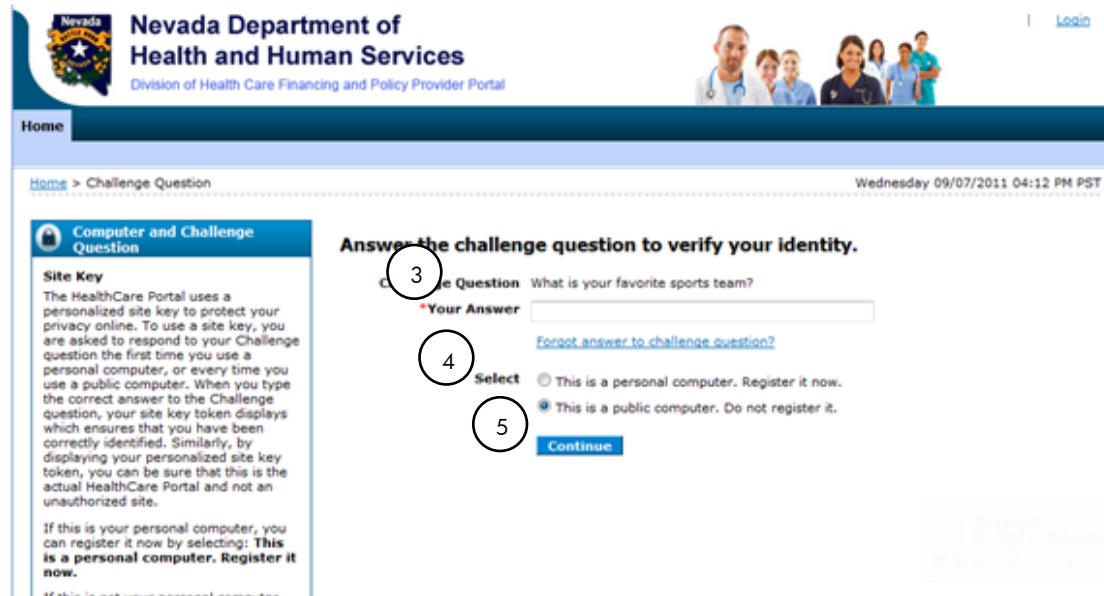
[6]

[OK]

6. Click **OK** to continue.

Logging in as a delegate

After the registration process has been completed, you can login for secured access. To log in to EVS:

1. Type your **User ID**.

2. Click **Login**.

3. Answer the challenge question to verify your identity. You must respond to the challenge question the first time you use a personal computer, or every time you use a public computer.

4. Select whether you are using a personal computer or a public use computer.

5. Click **Continue**.

The next page displays your site key token. Confirm that your site key token and passphrase are correct. If you recognize your site key token and passphrase, you can be assured that you are at the valid Provider Web Portal and it is safe to enter your password.

6. Enter your password.

7. Click **Sign In**.

You have successfully logged into EVS! Displayed on the Home page under My Home, you will see your user name along with the name of the provider that assigned you as a delegate; the provider's NPI and location.

Switching providers as a delegate

After logging into EVS, you will be directed to the My Home page. You have the option to remain under the current provider or switch to another provider. To switch providers:
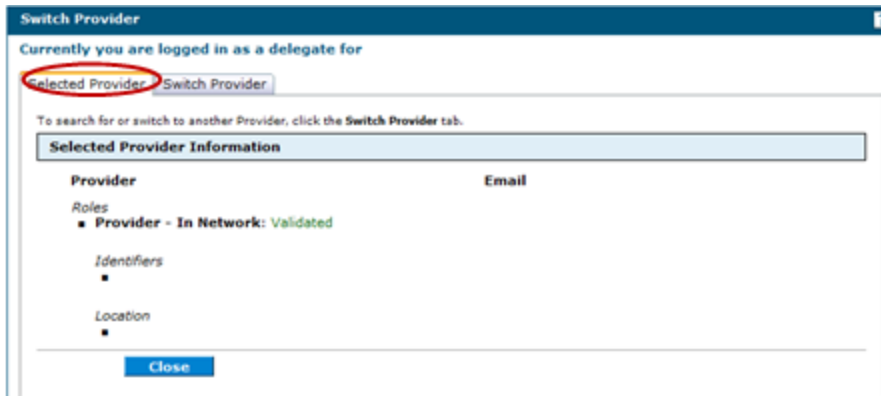

1. From the My Home page, under the Provider heading, click **Switch Provider**.

The Switch Provider screen displays.

Selected Provider tab

The Selected Provider tab displays with the information of the last selected provider. You can select the Switch Provider tab to search or select a different provider. You can only switch between providers that have given you authorized access.
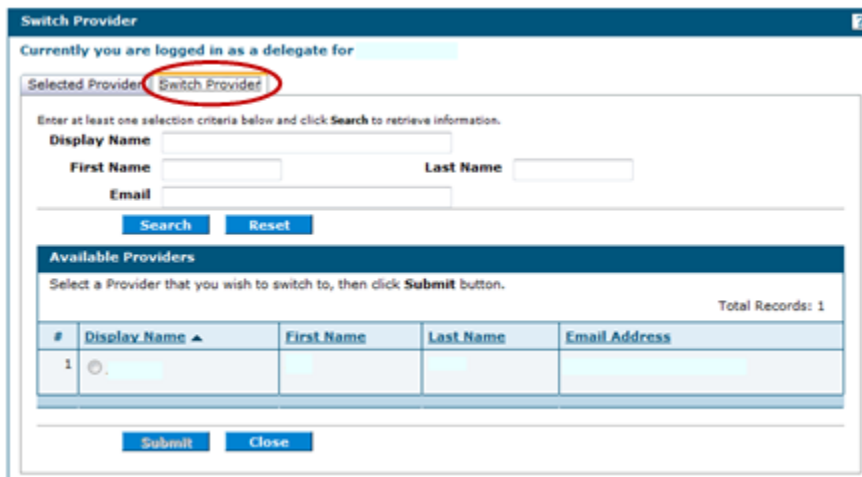
Switch Provider tab

When you click on the Switch Provider tab, a list of available providers will display at the bottom of the screen. You also have the ability to search for specific providers by filling in the information in the appropriate fields.

Delegates inherit the rights of the provider. When you select a provider in the results list, you switch operating on that provider's behalf. You can also search to find the correct provider in your list of authorized providers. When you are authorized by a new provider, the provider information displays in the results list.

Logging out of EVS

When utilizing EVS, 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. To log out of EVS:

1. Click **Logout** located at the top right-hand corner of the page. This hyperlink is located in the same area on all screens within EVS.

After clicking on **Logout**, you will see a Logout Confirmation screen.

2. Click **Ok**, or click **Cancel** to go back to previous screen.

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