

Chapter 2. Eligibility benefit verification

The Eligibility Benefit Verification function in EVS is used to confirm member eligibility. The logged in user is able to request eligibility confirmation for the Nevada Medicaid and Nevada Check Up program as well as Managed Care Organizations (MCO) and Third Party Liability (TPL).

The eligibility request is sent to the Nevada Medicaid Management Information System (MMIS) and the response screen returns the requested information, if the recipient is eligible. The information in EVS is updated daily from NV MMIS. EVS can return recipient eligibility for the present month or for up to six years in the past.

2.1. Verifying eligibility

To access Eligibility, you will need to log in and navigate to the My Home page. To perform an eligibility verification request in EVS, all of the following are required:

- An 11-digit Recipient ID, nine-digit SSN, or Last Name and First Name
- Birth Date when searching by nine-digit SSN, or Last Name and First Name
- Effective Date

To access the eligibility request:

1. Click the **Eligibility** tab on the My Home page.

The screenshot shows the Nevada Department of Health and Human Services Provider Portal. The header includes the department name and logo, with links for 'Contact Us' and 'Logout'. A navigation bar contains tabs for 'My Home', 'Eligibility', 'Claims', 'Care Management', 'File Exchange', and 'Resources'. The 'Eligibility' tab is highlighted and circled with a '1'. Below the navigation bar, the 'My Home' section displays provider information: 'Name: County Hospital Outpatient', 'Provider ID', and 'Location ID: 003'. There are links for 'My Profile' and 'Manage Accounts'. The 'Provider Services' section lists various options like 'Member Focused Viewing', 'Search Payment History', 'Revalidate-Update Provider', 'Pharmacy PA', 'PASRR', 'EHR Incentive Program', 'EPSDT', and 'Presumptive Eligibility'. A central banner reads 'Welcome Health Care Professional!' with an image of healthcare workers. To the right, there are links for 'Contact Us' and 'Secure Correspondence', along with contact information for Nevada Medicaid Administration. A footer note states: 'All Claim Inquiries should be submitted to the following Address: Nevada Medicaid Administration, P.O.Box 30042, Reno, NV 89520-3042'. Below this, there are links for 'Prior Authorization Quick Reference Guide [Review]' and 'Provider Web Portal Quick Reference Guide [Review]'.

The Eligibility Verification Request page displays.

2. Enter member information. All fields with a red asterisk (*) are required.

Field	Format
Recipient ID/Member ID	Optional field if using SSN, otherwise required if SSN is not used. Must enter 11-digit recipient/member ID that is found on the front of recipient/member ID card if used. Entered incorrectly will result in "Error" message.
Last Name	Can enter up to 25 characters.
First Name	Can enter up to 20 characters.
SSN	Optional field if using Recipient/Member ID, otherwise required if Recipient/Member ID is not used. Enter 9-digit number without dashes. Entered incorrectly will result in "Error" message. For newborns without SSN, the mother's SSN or recipient/member ID <i>cannot</i> be entered
Birth Date	Optional field if using Recipient/Member ID, otherwise required if Recipient/Member ID is not used. Must be entered in MMDDCCYY format.
Effective From Date/Service Date	Required. Service dates cannot span more than one month. Service dates cannot be past current month. Must be entered in MMDDCCYY format. Entered incorrectly will result in "Error" message.
Effective To Date/Service Date	<i>Effective from</i> and <i>effective to</i> dates must be within the same month and <i>Effective from</i> cannot be in the future. Must be entered in MMDDCCYY format. Entered incorrectly will result in "Error" message.
Service Type Code	Optional. This drop-down list contains 50 Service Type codes that can be selected to search by specific Service Type Code. The Service Type code is set to code '30 – Health Benefit Plan Coverage' by default.

3. Click **Submit**.

The eligibility displays on the Eligibility Verification Request screen. It will confirm the Recipient/Member ID, Last Name, First Name, Birth Date and Effective From and To dates. Be sure to verify that the information in the response is for the recipient that you are inquiring about, since all fields may not be used in the eligibility search.

The “Eligibility Verification Information” section will list all available coverage information for that member including current and past Managed Care Organizations (MCO’s). Information for other health coverage (OHC) and third party liability (TPL), if applicable, is available by clicking the “Other Insurance Detail Information” link.

4. To review coverage, click on the hyperlinks below the Coverage field. The Coverage Details screen displays the **Verification Response ID**.

5. This ID should be noted for future reference.

6. Click **Expand All** to view coverage details.

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

[Contact Us](#) | [Logout](#)

My Home | **Eligibility** | **Claims** | **Care Management** | **File Exchange** | **Resources**

Eligibility Verification

[Eligibility](#) > Eligibility Verification

Eligibility Verification Request

* Indicates a required field.
Enter the recipient information. If Recipient ID is not known, enter SSN and Birth Date or Last Name, First Name and Birth Date. Please verify response below as not all information is currently used during search.

Recipient ID: 36778425325 Last Name: WXZZA First Name: CQYICK
 SSN: Birth Date: 10/21/2010
 *Effective From: 07/01/2018 Effective To: 07/31/2018

Service Type Code Search

Service Type Code: 30-Health Benefit Plan Coverage

Submit **Reset**

Eligibility Verification Information for ZSWG C YCBLTBRAR from 07/01/2018 to 07/31/2018

Recipient ID	Birth Date	Coverage	Effective Date	End Date	Primary Care Provider
_	_	Medicaid Fee For Service	07/01/2018	07/31/2018	000000000

[Other Insurance Detail Information](#)

For the Nevada Medicaid or Nevada Check Up program, the expanded coverage details will include:

- Coverage
- Patient liability
- Coverage Description (Benefit Plan)

- Effective Date
- Service Types
- Covered
- Co-Pay
- Co-Insurance
- Deductible

Coverage Details		Back to Eligibility Verification Request ?	
Coverage Details for HVXQSDCN I IRAPSEU from 07/01/2018 to 07/31/2018 Verification Response ID 1822600002			
Benefit Details		Expand All Collapse	
Coverage	Description	Effective Date	End Date
Medicaid Fee For Service	The Medicaid Program is a State administered, federal grant-in-aid program. Its purpose is to help meet the cost of medical services of those individuals receiving public assistance payments, and those individuals and families with low income. The program objective is to provide a broad range of medical and related services to assist individuals to attain or retain an optimal level of health care. Medicaid is jointly funded by the federal and state governments and is administered by the State.	07/01/2018	07/08/2018
Copayment Details			
Coverage	Service Type	Amount	
Medicaid Fee For Service	Medical Care	\$0.00	
Medicaid Fee For Service	Chiropractic	\$0.00	
Medicaid Fee For Service	Dental Care	\$0.00	
Medicaid Fee For Service	Hospital	\$0.00	
Medicaid Fee For Service	Hospital - Inpatient	\$0.00	
Medicaid Fee For Service	Urgent Care	\$0.00	
Medicaid Fee For Service	Emergency Services	\$0.00	
Medicaid Fee For Service	Pharmacy	\$0.00	
Medicaid Fee For Service	Professional (Physician) Visit - Office	\$0.00	
Medicaid Fee For Service	Vision (Optometry)	\$0.00	
Medicaid Fee For Service	Mental Health	\$0.00	
Medicaid Fee For Service	Hospital - Outpatient	\$0.00	
Coinsurance Details			
Coverage	Service Type	Percentage	
Medicaid Fee For Service	Medical Care	0%	
Medicaid Fee For Service	Chiropractic	0%	
Medicaid Fee For Service	Dental Care	0%	
Medicaid Fee For Service	Hospital	0%	
Medicaid Fee For Service	Hospital - Inpatient	0%	
Medicaid Fee For Service	Urgent Care	0%	
Medicaid Fee For Service	Emergency Services	0%	
Medicaid Fee For Service	Pharmacy	0%	
Medicaid Fee For Service	Professional (Physician) Visit - Office	0%	
Medicaid Fee For Service	Vision (Optometry)	0%	
Medicaid Fee For Service	Mental Health	0%	
Medicaid Fee For Service	Hospital - Outpatient	0%	
Deductible Details			
Coverage	Service Type	Amount	
Medicaid Fee For Service	Medical Care	\$0.00	
Medicaid Fee For Service	Chiropractic	\$0.00	
Medicaid Fee For Service	Dental Care	\$0.00	
Medicaid Fee For Service	Hospital	\$0.00	
Medicaid Fee For Service	Hospital - Inpatient	\$0.00	
Medicaid Fee For Service	Urgent Care	\$0.00	
Medicaid Fee For Service	Emergency Services	\$0.00	
Medicaid Fee For Service	Pharmacy	\$0.00	
Medicaid Fee For Service	Professional (Physician) Visit - Office	\$0.00	
Medicaid Fee For Service	Vision (Optometry)	\$0.00	
Medicaid Fee For Service	Mental Health	\$0.00	
Medicaid Fee For Service	Hospital - Outpatient	\$0.00	

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Managed Care Assignment Details			
Primary Care Provider	Type	Provider Phone	Benefit Plan
Anthem Blue Cross and Blue Shield	Health Benefit Plan Coverage	1-999-999-9999	Managed Care Organization
LIBERTY DENTAL PLAN OF NEVADA INC	Health Benefit Plan Coverage	0	Dental Benefit Administrator
MEDICAL TRANSPORTATION MANAGEMENT INC	Health Benefit Plan Coverage	1-999-999-9999	Non Emergency Transportation
Current MCO and DBA			NPI/API
Anthem Blue Cross and Blue Shield			
LIBERTY DENTAL PLAN OF NEVADA INC			1740706985
MEDICAL TRANSPORTATION MANAGEMENT INC			1134260078
Demographic Details			
Street Address 5965 UJHHACA FRXRQM QVF			
City N LAS VEGAS		State NEVADA	Zip Code 89086

Under coverage, the detail may display Medicaid Fee For Service or Nevada Check Up. This verifies that the recipient is eligible to receive basic Nevada Medicaid or Nevada Check Up benefits.

All members are eligible for the Medicaid Fee For Service or Nevada Check Up benefit plan with three exceptions:

- When the Emergency Medical Non Citizens coverage plan is listed. Medicaid Fee For Service benefits are restricted to emergency services only.
- When just the Special Low Income Medicare Beneficiaries, or Qualified Individuals or the Qualified Disabled Working Individuals coverage plan is listed. Medicaid contributes to the member’s Medicare premium only. The member is not eligible for other benefits.
- When just the Qualified Medicare Beneficiaries coverage plan is listed. Medicaid pays the member’s Medicare coinsurance and deductibles only. The member is not eligible for other benefits.

Many members in Nevada are required to be enrolled in an MCO program. EVS displays Medicaid Fee For Service or Nevada Check Up and an Managed Care Organization coverage plan to indicate that a member is enrolled in a MCO.

When a member is enrolled in an MCO, emergency services are covered by the MCO even if emergency services are provided outside of the MCO provider network.

The table below shows the full name of the coverage plans displayed in the EVS Coverage field. For information on which services are covered under a specific plan, please contact your local Medicaid District Office.

Coverage Name
Aged Waiver-Group Care
Aged Waiver-Home Based

Assisted Living Waiver
Care Management Organization
Dental Benefit Administrator
Emergency Medical Non Citizens
Health Insurance for Work Advancements
Hospice
Incarceration
Intellectual Disabilities WAIVER
Intermediate Care Fac - Intellectual Disabilities
Lock-in - Medical
Lock-in - Pharmacy
Managed Care Organization
Medicaid Fee For Service
Medicaid Fee for Service - C
Medicaid No Institutional
Nevada Check Up
Non Emergency Transportation
Nursing Facility - Pediatric Specialty Care 1
Nursing Facility - Pediatric Specialty Care 2
Nursing Facility - Standard
Nursing Facility - Ventilator Dependent
Physically Disabled Waiver
Pregnancy-Non PEPW
Presumptive Eligibility
Presumptive Eligibility-Pregnant Women
Qualified Disabled Working Individuals
Qualified Individuals
Qualified Medicare Beneficiaries
Residential Treatment Center (RTC)
Special Low Income Medicare Beneficiaries

7. To view OHC or TPL details (if applicable), click Other Insurance Detail Information.

Eligibility Verification Information for HVXQOSDCN I IRAPSEU from 07/01/2018 to 07/31/2018		
Recipient ID	30356532844	Birth Date 07/27/2002
Coverage	Effective Date	End Date
Medicaid Fee For Service	07/01/2018	07/31/2018
Other Insurance Detail Information		

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For OHC or TPL, the coverage details will include:

- Carrier Name
- Policy ID
- Group ID
- Policy Holder
- Coverage Type
- Primary Indicator
- Effective Date and End Date

[Print Preview](#)

Other Insurance Information for HVXQOSDCN I IRAPSEU									Back to Eligibility Verification Request ?
Carrier Name	Policy ID	Group ID	Policy Holder	Policy Type	Coverage Type	Primary	Effective Date	End Date	
HPN HEALTH PLAN OF NEVADA, INC (01091)	15006254801	10000846A001	GXCTBX IRAPSEU	HEALTH	HOSPITALIZATION	Unknown	05/01/2015	12/31/2299	
OPTUMRX (09363)	15006254801	10000846A001	GXCTBX IRAPSEU	HEALTH	PHARMACY	Unknown	05/01/2015	12/31/2299	

A coverage code of 30 means that the recipient is eligible for full benefits from the other insurance carrier (that is, a code of 30 is non-specific). All other codes are shown in the table below.

Code-Description	Code-Description
33-Chiropractic	87-Cancer
35-Dental Care	88-Pharmacy
42-Home Health Care	96-Professional (Physician)
47-Hospital	AE-Physical Medicine
54-Long Term Care	AG-Skilled Nursing Care
55-Major Medical	AL-Vision (Optometry)
56-Medically Related Transportation	AN-Routine Exam
60-General Benefits	A4-Psychiatric
69-Maternity	

Reminder: Providers are encouraged to verify OHC or TPL coverage and benefits with the other insurance carrier prior to rendering services to Nevada Medicaid or Nevada Check Up members.

To go back and enter eligibility verification for another recipient:

1. Click **Back to Eligibility Verification Request**.

Coverage Details for from 10/05/2011 to 10/31/2011 Back to Eligibility Verification Request ?

Verification Response ID 11600-0000033

Benefit Details +

Managed Care Assignment Details +

2. Click **Reset**.

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

My Home Eligibility Claims Care Management File Exchange Resources

Eligibility Verification

Eligibility > Eligibility Verification

Eligibility Verification Request ?

* Indicates a required field.
Enter the recipient information. If Recipient ID is not known, enter SSN and Birth Date or Last Name, First Name and Birth Date. Please verify response below as not all information is currently used during search.

Recipient ID Last Name First Name

SSN Birth Date

* Effective From Effective To

Service Type Code or Procedure Code Search

Service Type Code 30-Health Benefit Plan Coverage

Submit Reset

This will clear all fields to enable you to enter another recipient's information.

If any information entered on the Eligibility Verification Request screen was incorrect or incomplete, a red "Error" message displays letting you know what information is needed to complete the request. Enter the requested information and click **Submit** to continue.

If the recipient is not eligible to receive Nevada Medicaid or Nevada Check Up coverage for the dates entered, the following message will display: "Enrollee is not eligible"

- ✍ If you believe a recipient's **private** insurance records are incorrect, please contact Health Management Systems, Inc. (HMS) at:

Mailing Address:

HMS – NV Third Party Liability
P.O. Box 12610
Reno, NV 89510

Phone: (775) 335-1040; Toll Free: (855) 528-2596

Fax: (972) 284-5959

Email: NVTPL@hms.com

- ✍ If you believe a recipient's **Medicare** record is incorrect, please contact the DHCFP at: TPL@dhcfp.nv.gov.

2.2. Verifying eligibility through member focused viewing

The Member Focused Viewing link allows you to view a summary of all members' information on one page, based on the last 10 members previously viewed in EVS. When you search for other members in EVS, the Member Focus View page remains available, so you do not have to repeat searches.

To verify eligibility:

1. Click **Member Focused Viewing** from the **My Home** page.

The screenshot shows the 'My Home' page with a navigation bar containing 'Eligibility', 'Claims', 'Care Management', 'File Exchange', and 'Resources'. Below the navigation bar, there is a 'Provider' section with details for 'County Hospital Outpatient Services' and a 'Provider Services' section. The 'Member Focused Viewing' link in the 'Provider Services' section is circled with a '1'. Other links in the 'Provider Services' section include 'Search Payment History', 'Revalidate-Update Provider', 'Pharmacy PA', 'PASRR', 'EHR Incentive Program', 'EPSDT', and 'Presumptive Eligibility'. To the right of the 'Provider Services' section, there is a 'Welcome Health Care Professional!' message with a photo of healthcare professionals, a 'Contact Us' link, and a 'Secure Correspondence' link. Below these links, there is a message about claim inquiries and the Nevada Medicaid Administration address.

The Member Focus Search page displays two tabs. If you have previously viewed members, the Last Members Viewed tab displays up to the last ten searches. If no members have been previously viewed, then only the Search tab displays. Selection of an individual member from either tab displays the Member In Focus bar at the top of the page, and summary information below, including their recent activity.

The screenshot shows the 'Member Focus Search' page with the 'Last Members Viewed' tab selected. Below the tab, there is a search box and a message: 'The most recent recipients you viewed are listed below. Click on the recipient name below to access the Member Focus View.' Below this message is a table with the following data:

Recipient ID	Recipient	Gender	Birth Date	City	Zip Code
36778425325	COYICK	Female	01/14/1978	MESQUITE	89027-0000
97338188081	WXEBV	Female	01/14/1978	RENO	89512-0000
13460708776	FLIDXU I FLSEVIZSRUVWYER	Male	01/14/1978	LAS VEGAS	89110-0000

2. Click the name that is listed on the Member Focus Search screen.

The member details displays:

3. Member's demographics
4. Benefit plans
5. Pending claims
6. Authorizations
7. At the top of the screen, the member will remain in focus even if the user performs eligibility requests on other members. To check eligibility for current member in focus:
8. Click **View eligibility verification information**.

The screenshot shows the 'Member Details' page for a member with ID 36778425325. The page is divided into several sections: 'Member Details', 'Coverage Details', 'Your Member Claims', and 'Your Member Authorizations'. A 'Close Member Focus' button is in the top right. A 'Secure Correspondence' icon is on the left. The 'Member Details' section includes fields for Recipient ID, Name, Birth Date, City, State, Gender, and Primary Language. The 'Coverage Details' section contains a table with columns for Coverage, Effective Date, and End Date. The 'Your Member Claims' section has links for 'Submit a Professional Claim', 'Submit a Dental Claim', and 'Submit an Institutional Claim'. The 'Your Member Authorizations' section has a link for 'Submit an Authorization'. Numbered callouts (3-8) point to the Member Details section, the Coverage Details table, the 'View eligibility verification information' link, the 'Your Member Claims' section, and the 'Your Member Authorizations' section.

Coverage	Effective Date	End Date
Medicaid Fee For Service	01/15/2019	01/31/2019

The Eligibility Verification Request screen displays the current Nevada Medicaid and Nevada Check Up coverage for the member/recipient chosen.

1. To check on another eligible date for the same recipient, fill in the **From** and **To** dates and click **Submit**.
2. To check on eligibility for another recipient, click **Reset** and fill in the member's information, then click **Submit**. Even if another recipient's information is displayed for eligibility, the previous member/recipient will still remain in focus.
3. To go back to the previous recipient's detail screen, click **Return to Member Focus**.
4. To change the member in focus, click **Change** next to the name in the Member in Focus. This will take you back to the Member in Focus screen. You then can select from the other members on the list.
5. To remove the member in focus while obtaining eligibility on another member, click **Close Member Focus** or click "**X**" icon. The Eligibility screen displays and you will no longer be in Member Focus Viewing.

Member in Focus: CQYIC 4 Change ID: 36778425325 3 Return to Member Focus Close Member Focus X

Eligibility Verification Request ?

* Indicates a required field.
Enter the recipient information. If Recipient ID is not known, enter SSN and Birth Date or Last Name, First Name and Birth Date. Please verify response below as not all information is currently used during search.

Recipient ID Last Name First Name
 SSN Birth Date
 * Effective From Effective To

Service Type Code Search

Service Type Code

1 2

Eligibility Verification Information for ZSWGCVCLTBRRAR from 01/15/2019 to 01/31/2019

Recipient ID	01202502782	Birth Date	03/19/1985
Coverage		Effective Date	End Date
Medicaid Fee For Service		01/15/2019	01/31/2019
			Primary Care Provider
			0000000000

[Other Insurance Detail Information](#)

The **Search** tab allows you to search for recipients and select a recipient to view. When searching for recipients using name information, you must enter the complete first and last name information. Partial name searches are not supported and will generate a “not found” search response.

To avoid generating a large number of search results, you should enter as much information as possible to limit your searches.

Member Focus Search ?

Last Members Viewed Search

* Indicates a required field.
Enter the Recipient ID or Last Name, First Name and Birth Date.

Recipient ID
 Last Name First Name Birth Date
 City ZIP Code

You can view more eligibility searches clicking **Reset**; entering in the member’s information and then click **Search**. The search automatically executes and displays results, or displays a message for no results available.

2.3. Logging out of eligibility verification

After verifying eligibility, it is strongly recommended that you log off after each session. This will ensure Protected Health Information (PHI) is secure and makes the login readily available for the next user. To log out of eligibility verification:

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.

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

[Contact Us](#) | [Logout](#)

My Home | Eligibility | Claims | Care Management | File Exchange | Resources

My Home

Provider

Name
Provider ID
Location ID 003

▶ [My Profile](#)
▶ [Manage Accounts](#)

Provider Services

▶ [Member Focused Viewing](#)
▶ [Search Payment History](#)
▶ [Revalidate-Update Provider](#)
▶ [Pharmacy PA](#)
▶ [PASRR](#)
▶ [EHR Incentive Program](#)
▶ [EPSDT](#)
▶ [Presumptive Eligibility](#)

Welcome Health Care Professional!

[Contact Us](#)

[Secure Correspondence](#)

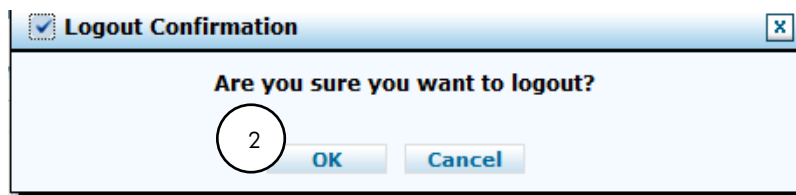
All Claim Inquiries should be submitted to the following Address:
Nevada Medicaid Administration
P.O.Box 30042
Reno, NV 89520-3042

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.

Prior Authorization Quick Reference Guide [\[Review\]](#)
Provider Web Portal Quick Reference Guide [\[Review\]](#)

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.