



# **Nevada Medicaid Trading Partner User Guide**

September 5, 2018

Medicaid Management Information System (MMIS)  
Department of Health and Human Services (DHHS)  
Division of Health Care Financing and Policy (DHCFP)

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## Change History

The following change history log contains a record of changes made to this document.

Published/ Revised	Section and Nature of Change
08/06/2018	Initial creation.
09/05/2018	Added additional information in section 4.1, first paragraph. Removed "Other Conditions" comment in section 5.2 for 837s, Web Portal.

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# 1 Introduction

Information in this Nevada Medicaid Trading Partner User Guide is provided to Nevada Medicaid Trading Partners who intend to exchange electronic health care transactions with Nevada Medicaid.

Before Nevada Medicaid can process transactions, the submitter is required to obtain a Trading Partner ID using the Nevada Medicaid Provider Web Portal (PWP) and complete Certification testing.

## 1.1 Purpose and Scope

This Trading Partner User Guide is intended to assist Trading Partners with the Trading Partner Enrollment Application process on the PWP and selecting the appropriate connectivity method.

## 1.2 References

The Nevada Medicaid Companion Guides provide specific requirements to be used when preparing and processing electronic health care administrative data.

The Nevada Medicaid Companion Guides are available electronically at <https://www.medicaid.nv.gov/providers/edi.aspx>.

## 1.3 Additional Information

The intended audience for this document is the office manager, operational staff, or technical staff who will be responsible for completing the Trading Partner Enrollment Application and submitting electronic health care transactions.

## 2 Trading Partner Enrollment

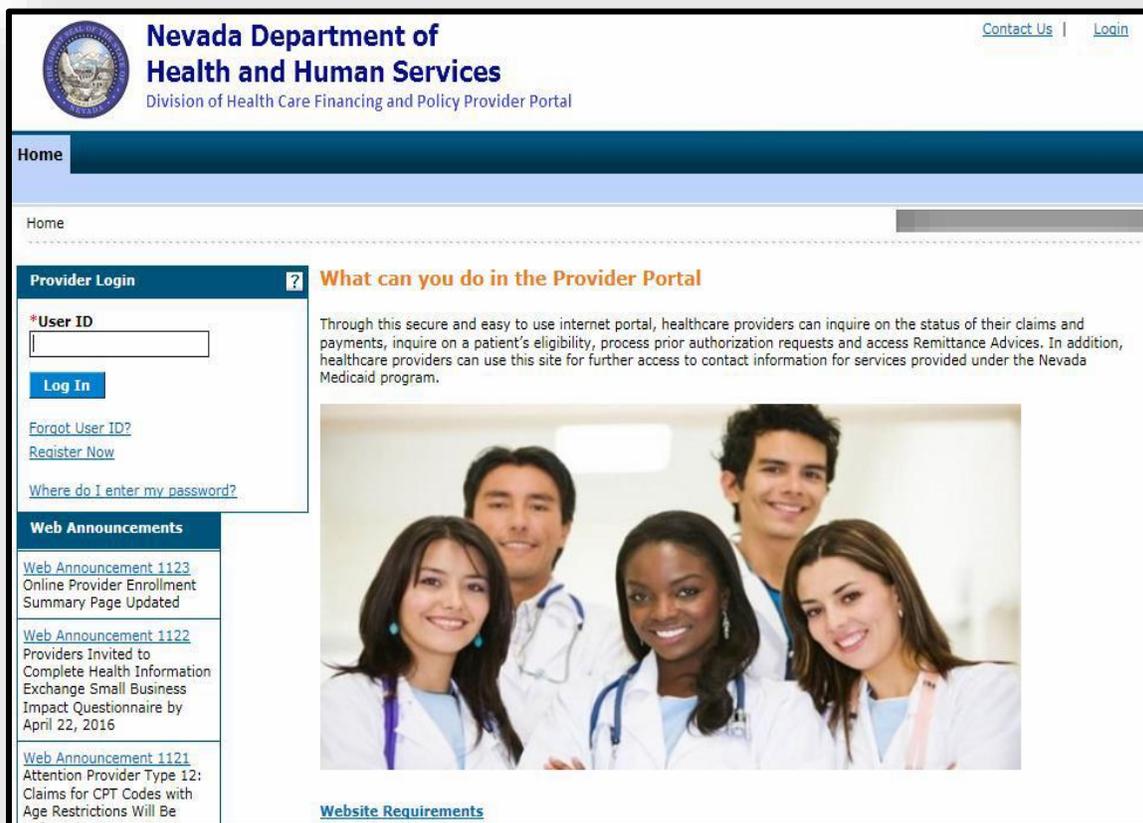
This section demonstrates the process by which a user may enroll as a Trading Partner with Nevada Medicaid.

The Provider Web Portal is a web-based software that allows Medicaid providers to manage their profiles, look up benefit information for their patients, and submit claims and prior authorizations for services. Additionally, the PWP will allow delegates and Trading Partners to perform various tasks on behalf of a provider, such as uploading and downloading files.

To access the PWP, users must have internet access and a computer with a web browser. (Microsoft Internet Explorer 9.0 or higher, Mozilla Firefox or Google Chrome are recommended).

The Provider Web Portal is located at the following location:

<https://portaluat.medicaid.nv.gov/hcp/provider/Home>.



To begin using the PWP, users will first need to submit a Trading Partner Enrollment Application. From the PWP “Home” page:

1. Scroll to the bottom of the “Home” page
2. Click the **Trading Partner Enrollment** link on the bottom left side of the screen

The screenshot shows the user interface of the Nevada Medicaid Trading Partner Enrollment page. On the left side, there is a navigation menu with sections: "Log In" (containing links for "Forgot User ID?", "Register Now", and "Where do I enter my password?"), "Web Announcements" (listing several announcements with dates and topics), and "Featured Links" (listing links for "Authorization Criteria", "DHCFP Home", "EDI Enrollment Forms and Information", "EVS User Manual", "Search Fee Schedule", "Search Providers", and "Trading Partner Enrollment"). A red dashed arrow labeled "1" points to the "Trading Partner Enrollment" link. A red solid arrow labeled "2" points to the "Trading Partner Enrollment" link. The main content area on the right features a header "What can you do in the Provider Portal" with a descriptive paragraph, a photograph of five healthcare professionals in white coats, and a "Website Requirements" section with links for "Prior Authorization Quick Reference Guide [Review]" and "Provider Web Portal Quick Reference Guide [Review]".

Once the user clicks the **Trading Partner Enrollment** link, the “Trading Partner Enrollment” page will appear. From here the user will need to:

3. Click the **Trading Partner Enrollment Application** link

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Division of Health Care Financing and Policy Provider Portal

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

Home

[Home](#) > [Trading Partner Enrollment](#)

**Trading Partner Enrollment**

- [Trading Partner Enrollment Application](#)
- [Trading Partner Enrollment Status](#)
- [Trading Partner Information](#)

3

Once the user clicks **Trading Partner Enrollment Application**, the “Trading Partner Enrollment Welcome” page will appear. From here the user will need to:

4. Read the welcome information/instructions
5. Click the **Continue** button when ready

NOTE: At any point prior to submission, the user may click the **Cancel** button to discard the enrollment and the information will not be submitted.

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Home

[Home](#) > [Trading Partner Enrollment](#) > Trading Partner Enrollment Welcome Monday 05/14/2018 05:43 PM EST

### Trading Partner Enrollment: Welcome

**Welcome**

- Profile Information
- Transaction Sets
- Agreement
- Summary

**Welcome to the Online Trading Partner Enrollment Process**

This online series will help you complete your Trading Partner Profile (TPP) and walk you through the enrollment process. Select the Continue button below when you are ready to move to the next page. You may also go back to previously viewed pages by selecting them from the page listings in the navigational menu to your left.

- ▶ This online form is intended for clearinghouses, billing services, and software companies seeking to become trading partners. If you have previously received a trading partner ID and want to update your TPP, log on to your secure portal account. Providers will also use this online form to enroll as a Trading Partner.
- ▶ Personally identifiable information about providers is used for purposes directly related to health care program administration, such as determining the certification of providers or processing provider claims for reimbursement. Failure to supply the information requested may result in denial of payment for the services.
- ▶ Trading Partners are required to complete a trading partner profile containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process. The EDI Department must receive and process the profile request before trading partners may begin testing.
- ▶ Only one TPP needs to be completed for each trading partner, even if the trading partner represents multiple providers. Billing providers that have multiple billing provider numbers, or billing services and clearinghouses that exchange the electronic transactions on behalf of trading partners need only complete one profile form. Accurate and timely completion of the profile form will prevent delays in testing and approval for production processing.
- ▶ Trading Partners (including clearinghouses, billing agents, and software vendors) are required to create their own trading partner profile and obtain their unique trading partner ID for access to the provider portal. Clearinghouses, billing agents, and software vendors are not permitted to use a provider's trading partner ID in order to perform services on behalf of the provider.

Please click the "continue" button to start the enrollment application.

**4**

**5** [Continue](#) [Cancel](#)

Once the user clicks **Continue**, the “Trading Partner Enrollment Profile Information” page will be displayed. The user may then begin filling out the application. The user will need to:

6. Complete all required fields, indicated with a red asterisk (\*)
7. Click **Continue**

**Trading Partner Enrollment: Profile Information** ?

[Welcome](#)

**Profile Information**

Transaction Sets

Agreement

Summary

Complete the fields in each section and select the Continue button to move forward to the next page.

The contact person will be contacted through the email address below to confirm the enrollment application. The contact person listed is also the person who can answer any questions regarding the information provided in this enrollment application and is the authorized Trading Partner representative.

\* Indicates a required field.

**Initial Enrollment Information**

\*Trading Partner Name

\*Address

\*City

\*State

\*Zip Code

\*Type of Business

**Enrollment Contact Information**

This information will help us contact you during enrollment processing.

\*Contact Name

\*Contact Phone  Ext

\*Contact Email

\*Confirm Contact Email

**EDI Information**

This information will help us contact you with EDI questions and maintain transaction information.

\*EDI Contact Name

\*EDI Contact Phone  Ext

\*EDI Contact Email

\*Confirm EDI Contact Email

**6**

**7**

After clicking **Continue**, the user will be prompted to check all transaction sets that will be exchanged:

8. Place a checkmark next to each transaction set the user will exchange
9. Click **Continue**

Home > [Trading Partner Enrollment](#) > Trading Partner Enrollment Transaction Sets Monday 05/14/2018 03:03 PM PST

**Trading Partner Enrollment: Transaction Sets** ?

[Welcome](#)  
[Profile Information](#)  
**Transaction Sets**  
[Agreement](#)  
[Summary](#)

Check each transaction that you will be exchanging.

[Select All](#) | [Deselect All](#)

- 270/271 Health Care Eligibility Request/Response Batch
- 276/277 Health Care Claim Status Request/Response Batch
- 270/271 Health Care Eligibility Request/Response Interactive
- 276/277 Health Care Claim Status Request/Response Interactive
- 820 Payroll Deducted and Other Group Premium Payment for Insurance Products
- 834 Benefit Enrollment and Maintenance
- 835 Health Care Claim Payment/Advice
- 837D Health Care Claim: Dental
- 837I ? Health Care Claim - Institutional
- 837P Health Care Claim: Professional
- D.0 - NCPDP - Batch Standard 1.2

**Continue** **Cancel**

The “Trading Partner Enrollment Agreement” page is displayed after **Continue** was clicked on the previous screen. After the transaction sets are selected, users will:

10. Click the **Trading Partner Agreement** link to read the agreement
11. Once the user has read the agreement, click the **I accept** checkbox, if the user agrees to the terms
12. Type the name of the individual completing the enrollment into the **Your Signature** field
13. Click **Submit**

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Home

Home > Trading Partner Enrollment > Trading Partner Enrollment Agreement Monday 05/14/2018 03:07 PM PST

**Trading Partner Enrollment: Agreement**

Welcome

Please review the following Trading Partner Agreement (TPA).

Profile Information **10** [Trading Partner Agreement](#)

Transaction Sets

**Agreement**

Summary

**Electronic Signature Agreement**

You will be submitting the Trading Partner Enrollment application electronically. Therefore your signature on this application will be electronic. By submitting this application electronically, you acknowledge that your electronic signature is binding to the same extent as your written signature.

**11** \*I accept  I understand that my electronic signature is equivalent to written signature.

\*Your Signature  **12**

(Entering your name in the box to the right will constitute your electronic signature.)

Signed Date 05/14/2018

**13** [Submit](#) [Cancel](#)

Once the user clicks **Submit**, the “Trading Partner Enrollment Summary” page will be displayed. From there, the user will have the opportunity to review the application.

- A. To edit information, in one of the sections, users will click the **section title** in the left navigation panel to go to that section and make any desired edits
- B. To print the application summary, users will click the **Print Preview** button

Home > [Trading Partner Enrollment](#) > Trading Partner Enrollment Summary Monday, 05/14/2018 03:12 PM PST




Trading Partner Enrollment: Summary	
<div style="border: 1px solid red; padding: 2px;"> <a href="#">Welcome</a>  <a href="#">Profile Information</a>  <a href="#">Transaction Sets</a>  <a href="#">Agreement</a>  <b>Summary</b> </div> <div style="text-align: center; margin-top: 20px;">  </div>	<p>Please review and make revisions to previous pages as needed. Once you have reviewed all data, print a copy and then select the Confirm button. Once you have selected the Confirm button no more changes will be allowed.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Profile Information</b></p> <p><b>Trading Partner Name</b> Trader 1  <b>Address</b> 111 Trade Ave  <b>City</b> Reno  <b>State</b> NEVADA  <b>Zip Code</b> 11111-1111  <b>Type of Business</b> Other</p> <hr/> <p><b>Enrollment Contact Information</b></p> <p><b>Contact Name</b> Test Trader  <b>Contact Phone</b> 1-111-111-1111  <b>Ext</b> _  <b>Contact Email</b> aaron.barger@hpe.com</p> <hr/> <p><b>EDI Information</b></p> <p><b>EDI Contact Name</b> Test Tester  <b>EDI Contact Phone</b> 1-111-111-1111  <b>Ext</b> _  <b>EDI Contact Email</b> aaron.barger@hpe.com</p> <hr/> <p><b>Transaction Sets</b></p> <p>270/271 Health Care Eligibility Request/Response Batch                  276/277 Health Care Claim Status Request/Response Batch                  270/271 Health Care Eligibility Request/Response Interactive                  276/277 Health Care Claim Status Request/Response Interactive                  820 Payroll Deducted and Other Group Premium Payment for Insurance Products                  834 Benefit Enrollment and Maintenance                  835 Health Care Claim Payment/Advice                  837D Health Care Claim: Dental                  837I ? Health Care Claim - Institutional                  837P Health Care Claim: Professional</p> </div>

If the application is satisfactory, users will:

14. Scroll to the bottom of the page
15. Click the **Confirm** button. Once the terms and conditions are accepted in the "Agreement" page, the contents of this page must be accepted by selecting **Confirm**.

Enrollment Contact Information		
<b>Contact Name</b>	Test Trader	
<b>Contact Phone</b>	1-111-111-1111  <b>Ext</b> _	
<b>Contact Email</b>	aaron.barger@hpe.com	
EDI Information		
<b>EDI Contact Name</b>	Test Tester	
<b>EDI Contact Phone</b>	1-111-111-1111  <b>Ext</b> _	
<b>EDI Contact Email</b>	aaron.barger@hpe.com	
Transaction Sets		
270/271 Health Care Eligibility Request/Response Batch		
276/277 Health Care Claim Status Request/Response Batch		
270/271 Health Care Eligibility Request/Response Interactive		
276/277 Health Care Claim Status Request/Response Interactive		
820 Payroll Deducted and Other Group Premium Payment for Insurance Products		
834 Benefit Enrollment and Maintenance		
835 Health Care Claim Payment/Advice		
837D Health Care Claim: Dental		
837I ? Health Care Claim - Institutional		
837P Health Care Claim: Professional		
D.0 - NCPDP - Batch Standard 1.2		
Instructions for Summary Page		
<p>If changes are required when viewing the Summary page, please select the appropriate link in the Table of Contents panel, navigate back to that page, and make changes.</p> <p>Once the terms and conditions are accepted in the Agreement page, the contents of this page must be accepted by selecting "Confirm" below.</p> <p>Please print a copy of this summary for your records.</p>		
 <span style="margin-left: 20px;"><input type="button" value="Confirm"/></span> <span style="margin-left: 20px;"><input type="button" value="Cancel"/></span>		

Once the user clicks **Confirm**, a message explaining that the application is complete will be sent to the user. The user will then need to:

16. Take note of the automatically generated Trading Partner ID. This ID will be needed when registering in the portal.
17. Read the **“What happens next”** section, which will provide further instructions for completing the registration process
18. Click **Exit**

[Home](#) > [Trading Partner Enrollment](#) > Trading Partner Enrollment Confirmation

Monday 05/14/2018 03:21 PM PST

**Trading Partner Enrollment: Confirmation**

Your Trading Partner Profile (TPP) application has been submitted.

You have been assigned the following Trading Partner ID 23113726 16

**Please retain the Trading Partner ID for your records. The ID will be used as the key for tracking the status of the application.**

A confirming e-mail has also been sent to the contact person's e-mail provided on the enrollment application: aaron.barger@hpe.com

What happens next? 17

- ▶ After reviewing your Trading Partner Profile and Enrollment Application, a letter or e-mail with final confirmation of approval will be sent to your designated contact for use in setting up your secure portal account.
- ▶ In order to complete your TPP application, we require each Trading Partner to submit a public SSH 2 RSA 1024 key file. For further information, please refer to your enrollment email confirmation.
- ▶ Once registered and logged in as a Trading Partner, you can designate a representative to access account information. These representatives are called delegates.
- ▶ For detailed testing instructions, go to Trading Partner Information and refer to the Trading Partner User Guide. You can access Trading Partner Information any time by selecting Trading Partner from the Enrollment selections on the public provider Welcome page before you are registered on the secure area of the portal.
- ▶ Estimated processing time is five (5) days for your enrollment application. You may check your TPP status by logging on to the public Welcome page, selecting the link for Trading Partner Enrollment, and then selecting Enrollment Status.

18 Exit

Once the user clicks **Exit**, an email indicating that the submission was successful is sent to the user. The email includes the tracking number, which will be the same as the Trading Partner ID received previously. To complete the application, the user will:

19. Send an email to the address provided in the confirmation email containing their public "SSH 2 RSA 1024" key file.

Once the "SSH 2 RSA 1024" is received, the application will be reviewed for completion.

NOTE: The application can take up to 5 business days to process.

Reply Reply All Forward IM

Mon 5/14/2018 5:22 PM

 HC Portal Dev PM  
Trading Partner Enrollment Confirmation

To:  [Name]

Cc: Nevada Medicaid EDI Testing Support Team

---

Dear Trading Partner,

Thank you for submitting your Trading Partner Profile application (TPP) with Nevada Medicaid. Your contact email information was provided to us during the application process initiated from the Nevada Medicaid Provider Web Portal. The following is the tracking number assigned to this application "23113726".

As a Trading Partner, you can use this tracking number to check on the status of your Trading Partner Enrollment application or to register with the Nevada Medicaid Provider Web Portal which is located at: <https://portalmod.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx>

In order to complete your TPP application we require each Trading Partner to submit a public SSH 2 RSA 1024 key file. If we do not receive your public SSH key file, we will not be able to process your TPP application.

**19** Note: Please send an email containing your public SSH 2 RSA 1024 key file to [nvmed.editestingsupport@dxc.com](mailto:nvmed.editestingsupport@dxc.com). Include your Trading Partner name and your new Trading Partner ID in the subject line.  
Example: Public Key / Disney Hospital / 10000001

After we have received your public SSH 2 RSA 1024 key file, we will complete the TPP application. Please allow an estimated time of five business days to process your application. We will notify the designated contact person via email with confirmation that your TPP application has been approved.

This is an automatically generated email, please do not reply. If you believe you have received this email in error or need further assistance, please contact the Nevada Medicaid EDI Testing Support Team via email at: [nvmed.editestingsupport@dxc.com](mailto:nvmed.editestingsupport@dxc.com).

Sincerely,  
Nevada Medicaid Provider Web Portal

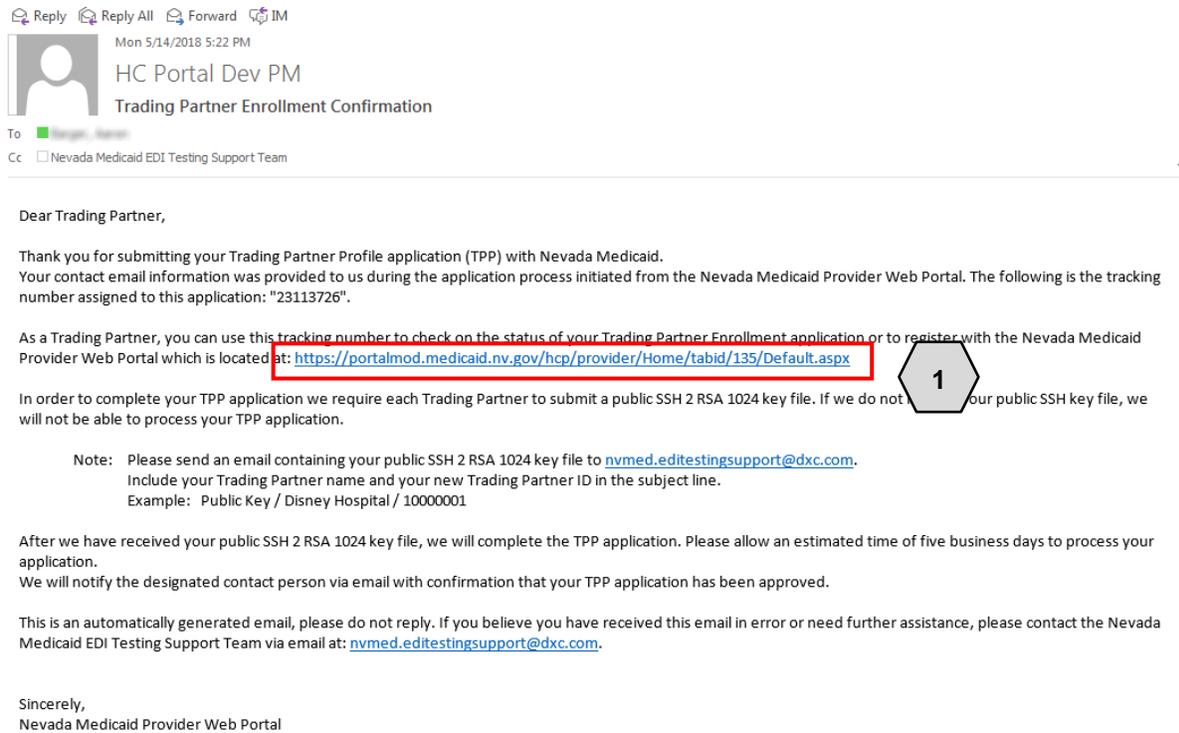
## 2.1 Viewing Trading Partner Application Status

This section demonstrates the process by which a user may check the status of their Trading Partner Enrollment Application.

A user may view the status of their submitted application by:

1. Clicking **the link** located in the confirmation email

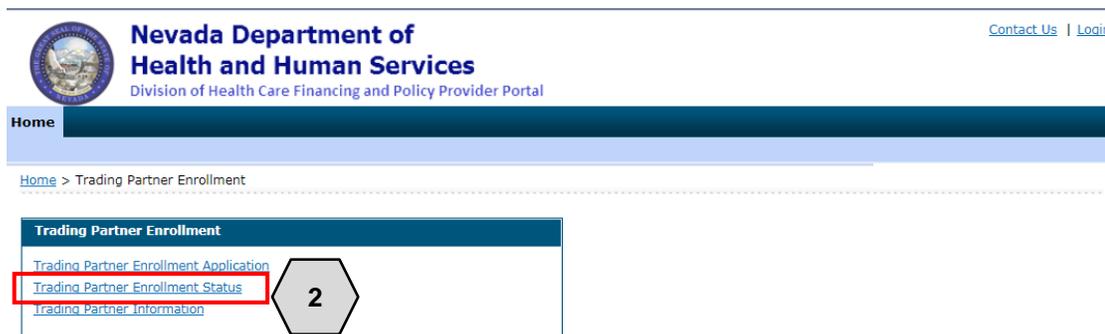
NOTE: The email shown here is an example.



Once the user clicks **the link**, the “Trading Partner Enrollment” page will appear. From there, the user will:

2. Click the **Trading Partner Enrollment Status** link

NOTE: This page can also be accessed by clicking the **Trading Partner Enrollment** link located on the home page. See the previous section.



Once the user clicks the **Trading Partner Enrollment Status** link, users will be prompted to:

3. Enter the **Tracking Number** that was received in the confirmation email
4. Click **Search**

The information will populate below. When first submitted, the **Decision** field will read "ENROLLED."

NOTE: Once registered, the user may give the Trading Partner ID to any providers that will be exchanging files.

[Home](#) > [Trading Partner Enrollment](#) > Trading Partner Enrollment Status

---

**Trading Partner Enrollment: Status** [Back to Home](#) 

Enter your assigned Tracking Number to verify the current status of your enrollment application. For any further queries, please contact EDI Support at (877) 638-3472  options 2, 0, and then 3.

\* Indicates a required field.

**\*Tracking Number**  



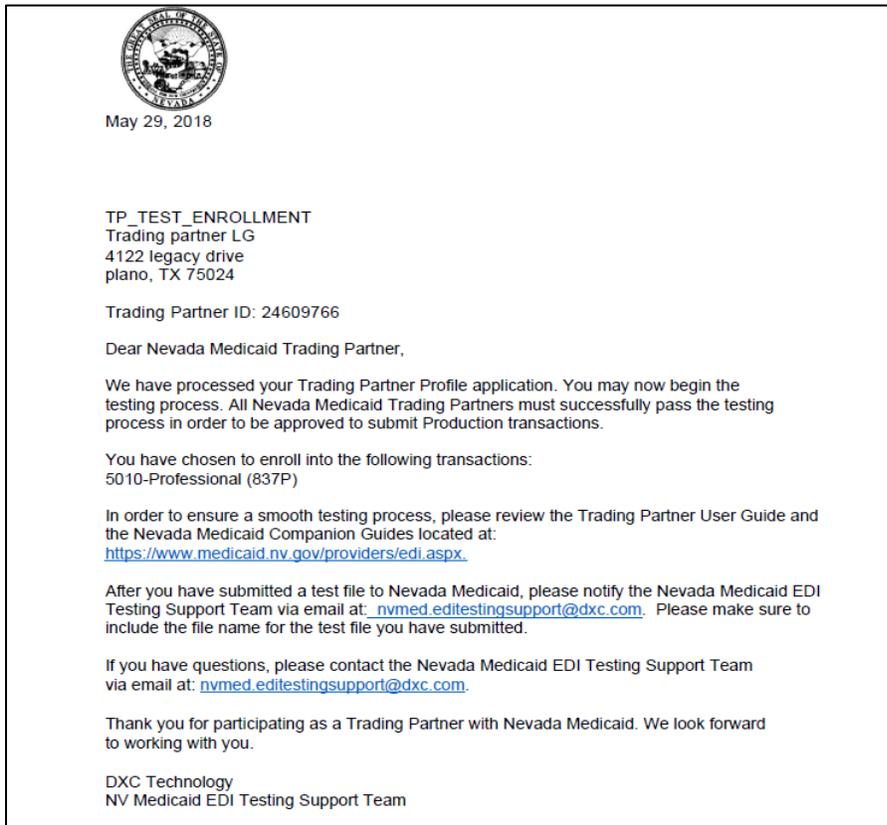
---

**Trading Partner Enrollment: Summary**

Below is the status of your Trading Partner enrollment application. For any further queries, please contact EDI Support at (877) 638-3472  options 2, 0, and then 3.

<b>Tracking Number</b>	23113726
<b>Date Submitted</b>	05/14/2018
<b>Decision</b>	ENROLLED
<b>Decision Date</b>	05/14/2018

Once the Trading Partner submits an SSH key, as shown in the previous section, the EDI Helpdesk will change the status from “ENROLLED” to “TESTING”, and the Trading Partner receives via email the EDI Trading Partner Welcome Letter indicating the Trading Partner Profile (TPP) has been approved for testing. Users may now submit the transactions through the Secure File Transfer Protocol (SFTP) or the PWP.



If a Trading Partner wishes to submit transactions via PWP, they will need to register as demonstrated in the next section.

Once the testing process is complete, the Trading Partner will be set to a final status of “APPROVED”. The Trading Partner will receive the Production Authorization Letter via mail containing the list of approved transactions that could be submitted to the production environment. The email will contain the connection to the DXC/Nevada Medicaid SFTP Production Server.

## 3 Connectivity Options

This section describes the connectivity options from which a Trading Partner will need to choose for the submission of transactions.

Nevada Medicaid supports multiple methods for exchanging electronic healthcare transactions depending on Trading Partner needs.

For transactions, the following can be used:

- Secure File Transfer Protocol (SFTP) (this only applies to batch transactions)
- Nevada Medicaid Provider Web Portal (this only applies to batch transactions and is restricted to the transmission file size limits in Section 5.2)
- CORE-certified multi-format network Interface (this applies to real-time and batch 270/271 and 276/277 transactions)

### 3.1 Secure File Transfer Protocol

This section describes the Secure File Transfer Protocol (SFTP) which a Trading Partner can select as a connectivity option.

If the Trading Partner will be exchanging files using SFTP, after the TPP Agreement has been completed the Trading Partner must submit a Secure Shell (SSH) public key file to Nevada Medicaid to complete their enrollment. Once the SSH key is received, users will be contacted to initiate the process to exchange the directory structure and authorization access on the Nevada Medicaid external SFTP servers.

Failure to provide the SSH key file to Nevada Medicaid will result in the TPP application request being rejected and the Trading Partner will be unable to submit transactions electronically to Nevada Medicaid. Trading Partners should submit the SSH public key via email within five business days of completing the TPP application.

#### What is a public SSH key?

SSH is used for managing networks, operating systems and configurations. It is also inside many file transfer tools and configuration management tools. Every major corporation uses it in every data center.

SSH Keys enable the automation that makes modern cloud services and other computer-dependent services possible and cost-effective. They offer convenience and improved security when properly managed.

Functionally, SSH keys resemble passwords. They grant access and control who can access what. The private key is kept secret and stored on the computer used to connect to the remote system. The public key can be shared with everyone.

#### How do I create an SSH public key?

Puttygen is a utility for creating public Keys.

- In the “Key” section choose SSH-2 RSA and press **Generate**.
- Move your mouse randomly in the small screen in order to generate the key pairs.
- Enter a key comment which will identify the key (useful when you use several SSH keys)
- Type in the passphrase and confirm it. The passphrase is used to protect your key. You will be asked for it when you connect via SSH.
- Click “Save private key” to save your private key.

- Click “Save public key” to save your public key.

Once you have created the public key, email it to [nvmed.editestingsupport@dxc.com](mailto:nvmed.editestingsupport@dxc.com). In the subject line, enter ‘Public Key/Your Trading Partner Name/your 8 digit Trading Partner ID’. (Example: Public Key/Disney Hospital/12345678).

After the public key has been received, Nevada Medicaid will complete the TPP application. Please allow an estimated time of five business days to process the application. The designated contract person will be notified via email with confirmation when the TPP application has been approved and the testing process may begin.

## 3.2 Provider Web Portal

This section describes the Prover Web Portal (PWP), which a Trading Partner can select as a connectivity option.

In order to submit transactions using the Provider Web Portal, the Trading Partner, having an approved application, will need to register on the PWP.

To register for a PWP account, the user will:

1. Return to the “Home” page
2. Click the **Register Now** link

The screenshot shows the Nevada Medicaid Provider Web Portal interface. At the top left, there is a 'Home' link highlighted with a red box and a '1' in a hexagon. Below it is a 'Login' section with a 'User ID' input field and a 'Log In' button. A 'Forgot User ID?' link is also present. Below the login section, the 'Register Now' link is highlighted with a red box and a '2' in a hexagon. To the right of the login section is a 'Broadcast Messages' section with a 'Hours of Availability' notice. Below that is a 'What can you do in the Provider Portal' section with a photograph of healthcare providers. At the bottom left, there is a 'Web Announcements' section with several links.

Once the user clicks the **Register Now** link, they will be taken to the “Registration Selector” page. From here, a role type prompt will appear and users will then need to:

3. Click Trading Partner

Home > Registration Selector Tuesday 05/15/2018 01:31 PM PST

**Registration**

Select one of the following options that best describes your role.



**Provider**

An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a provider of services.



**Delegate**

An individual Designated by the Provider for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons. Note that although there can only be one provider administrator (who registered as a provider), the administrator can register many delegates to utilize the website from different physical locations. These delegates must be identified and registered by the provider administrator.

**3**



**Trading Partner**

An entity with whom an organization exchanges data electronically. The trading partner may send or receive information electronically.



**Managed Care Org**

An entity, authorized by the state, to operate a prepaid healthcare delivery plan (as a health maintenance organization - HMO). This entity arranges, administers, and pays for the delivery of healthcare services to members, as designated by the state.

After clicking **Trading Partner**, the user will be prompted to enter their **Trading Partner ID**. This is the unique ID received after the application submission step.

4. Enter the **Trading Partner ID**
5. Click **Continue**

Home

Home > Registration Selector > Registration Tuesday 05/15/2018 01:35 PM PST

**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 a provider, enter the provider's first and last name, or split the facility or organization name across the first and last names. If you have chosen to register as a delegate, you must have already provided your birth date and driver's license number (DLN) to a registered provider, who will add you as a delegate and obtain the delegate code for you.  
 If you have chosen to register as a Trading Partner, enter the Trading Partner ID.  
 If you have chosen to register as a Managed Care Org, enter the NPI/Provider ID and Zip Code.

\*Trading Partner ID  **4**

**5**

6. Create a **User ID** (this is different from the Trading Partner ID)
7. Create a **Password**
8. Enter **Contact Information**

NOTE: The user may click the **Check Availability** button to determine whether the User ID entered is available.

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

Home

Home > [Registration Selector](#) > Registration Tuesday 05/15/2018 01:47 PM PST

### Registration Step 2 of 2 - Security Information

\* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

**6** \*User ID

**7** \*Password   
\*Confirm Password

Please provide your contact information below.

\*Display Name  **8**  
Phone Number   
\*Email   
\*Confirm Email

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

Next, the user will:

9. Select a **Site Key** image
10. Enter a unique **Passphrase**
11. Choose 3 **Challenge Questions** from the drop-down list and create a unique answer for each
12. Click **Submit**

Once the user clicks the **Submit** button, PWP registration is complete.

The screenshot shows a registration form with the following sections:

- Registration Information:** Fields for Display Name (TestTrade1), Phone Number (1111111111), Email (aaron.barger@hpe.com), and Confirm Email (aaron.barger@hpe.com).
- Site Key Selection:** A section titled "Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal." It features a "Site Key" carousel with five options: Apple (selected), Balloon, Balloons, Baseball, and Billiards. A red box highlights this section, with callout 9 pointing to the carousel and callout 10 pointing to the "Passphrase" input field containing "Passphrase1234".
- Challenge Questions:** A section titled "Please select a unique challenge question and provide an answer for each of the question groups below." It contains three groups:
  - Challenge Question #1:** A dropdown menu with "What is your favorite sports team?" selected. Below it are input fields for "Answer to #1" containing "In what city were you born?", "Answer to #2" containing "What is your mother's maiden name?", and "Answer to #3" containing "What was the name of the first school you attended?".
  - Challenge Question #2:** A dropdown menu with "What is the name of your favorite pet?" selected. Below it are input fields for "Answer to #1" containing "Who was your first employer?" and "Answer to #2" containing "What is the name of your favorite school teacher?".
  - Challenge Question #3:** A dropdown menu with "Select a Challenge Question" selected. Below it is an empty input field for "Answer to #3".A red box highlights this section, with callout 11 pointing to the dropdown menus and callout 12 pointing to the "Submit" and "Cancel" buttons at the bottom.

### 3.3 Navigating the PWP

This section demonstrates how to log in and use the basic navigational features of the PWP for a Trading Partner.

From the PWP “Home” page, registered users may access their accounts by:

1. Entering their **User ID**
2. Clicking **Log In**

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

**Home**

Home

**Login** ?

\*User ID  
Test\_Trader1 1

**Log In** 2

[Forgot User ID?](#)  
[Register Now](#)  
[Where do I enter my password?](#)

**Web Announcements**

[Web Announcement 1123](#)  
Online Provider Enrollment Summary Page Updated - Testing

[Web Announcement 1122](#)  
Providers Invited to Complete Health Information Exchange Small Business Impact Questionnaire by April 22, 2016-2017

**Broadcast Messages**

**Hours of Availability**  
The Nevada Provider Web Portal is unavailable between 12:25 AM PST on Sunday.

**What can you do in the Provider Portal?**  
Through this secure and easy to use internet portal, health providers can inquire on a patient's eligibility, process prior authorization, and contact information. Providers can use this site for further access to contact information.

Once the user has clicked the **Log In** button, identity verification is required. Users will:

3. Type in the answer to their **Challenge Question** to verify their identity
4. Choose logging in method as either with a **personal computer** or a **public computer**
5. Click the **Continue** button

NOTE: Users will need to answer the Challenge Question only for the first-time log in from a personal computer and every time from a public computer.

**Computer and Challenge Question**

**Site Key**

The HealthCare Portal uses a personalized site key to protect your privacy online. To use a site key, you are asked to respond to your Challenge question the first time you use a personal computer, or every time you use a public computer. When you type the correct answer to the Challenge question, your site key token displays which ensures that you have been correctly identified. Similarly, by displaying your personalized site key token, you can be sure that this is the actual HealthCare Portal and not an unauthorized site.

If this is your personal computer, you can register it now by selecting: **This is a personal computer. Register it now.**

**Answer the challenge question to verify your identity.**

**Challenge Question** In what city were you born?

3 \*Your Answer

[Forgot answer to challenge question?](#)

4 **Select**  This is a personal computer. Register it now.  
 This is a public computer. Do not register it.

5 **Continue**

6. To confirm that the Site Key token and Passphrase are correct, the user should recognize the Site Key token and Passphrase to be assured that it is the valid PWP website, and safe to enter their password.
7. Enter **Password**
8. Click the **Sign In** button

NOTE: If users do not recognize their **Site Key** or **Passphrase**, users should not enter their password. Instead, users should contact the Helpdesk.

Home > [Challenge Question](#) > Site Token Password Mo

 **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:** 

**Passphrase** Answer

**\*Password**

**Sign In** [Forgot Password?](#)

6

7

8

Once the user has confirmed identity verification successfully and entered their password, the “My Home” page will display. From there, users will need to:

9. Verify all Trading Partner information located on the left margin of the screen

NOTE: It is important for the user to verify all of the information to ensure they are logged in correctly. If this information is incorrect, another log in attempt may be required or the user may need to contact support by clicking the **Contact Us** link in the right margin of the page.

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

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

**My Home** File Exchange

My Home Tuesday 05/15/2018 03:03 PM PST

**User Details**

Welcome TestTrade1

[My Profile](#)

**Trading Partner**

Name Trader 1  
Trading Partner ID 23113726

[Trading Partner Information](#)  
[Trading Partner Profile](#)

**Broadcast Messages**

**Hours of Availability**  
The Nevada Provider Web Portal is unavailable between midnight and 12:25 AM PST Monday-Saturday and between 8 PM and 12:25 AM PST on Sunday.

**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

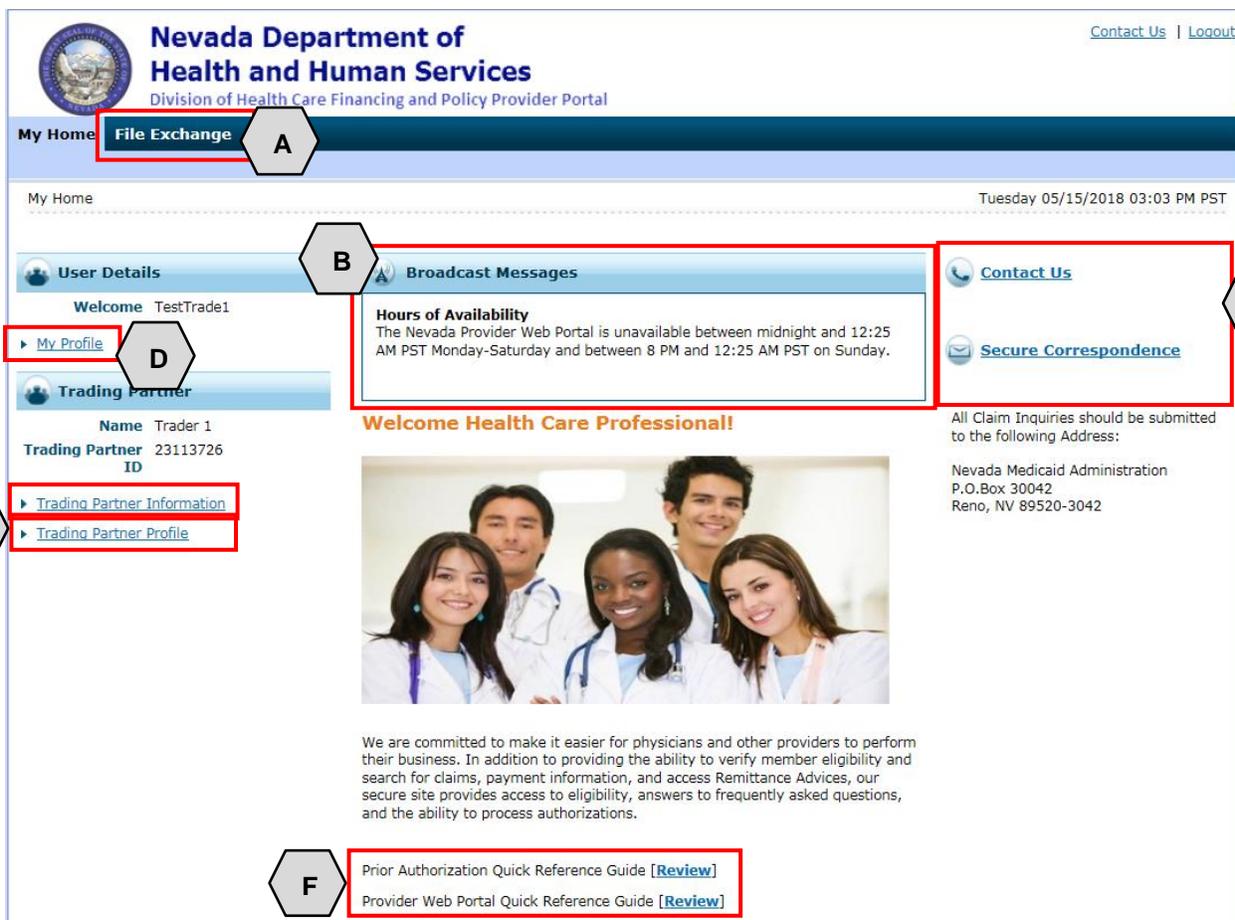
**Welcome Health Care Professional!**

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 [\[Review\]](#)

Once the information has been verified, the user may explore the portal. Some features the user will find include:

- A. A tab for accessing File Exchange functions
- B. A panel that displays informative Broadcast Messages
- C. Links to contact customer support services
- D. Links to manage user account settings, such as passwords and contact information
- E. Links to information regarding Trading Partners
- F. Links to additional PWP resources



### 3.4 CORE-Certified Multi-Format Network Interface

This section describes the CORE-Certified Multi-Format Network Interface which a Trading Partner can select as a connectivity option.

If you have selected the real-time option when submitting your TPP, the EDI Helpdesk will contact you within five business days to provide you with additional information in order to submit CORE-Certified multi-format network Interface transactions.

If you want information on submitting batch CORE-Certified multi-format network interface, please send an email to [nvmed.editestingsupport@dxc.com](mailto:nvmed.editestingsupport@dxc.com).

## 4 Exchanging Files

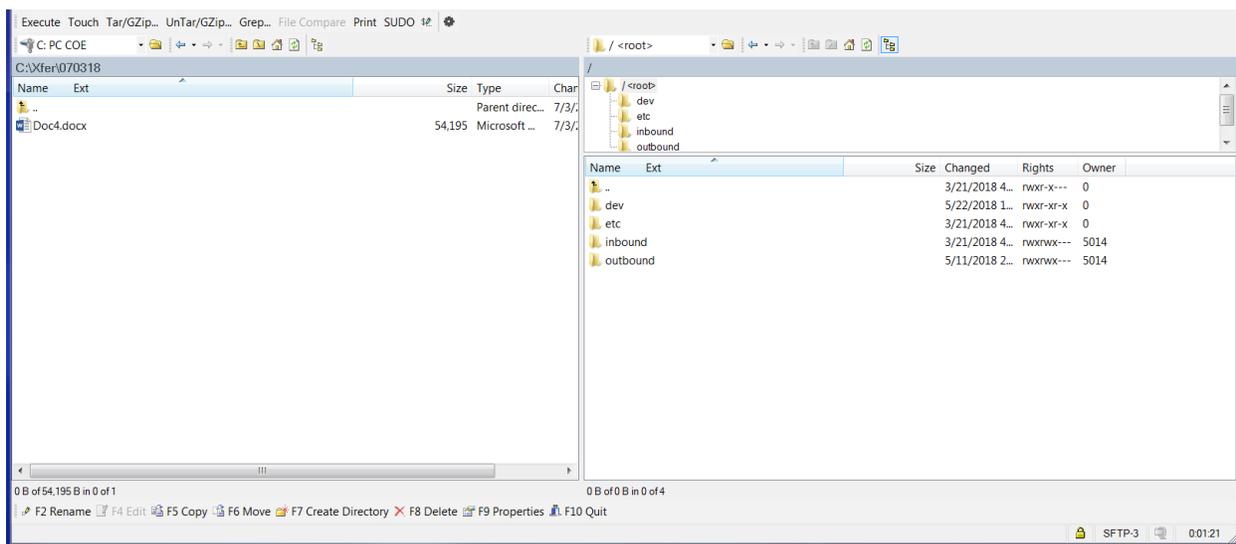
This section describes the process by which Trading Partners may upload and download files via the SFTP or PWP.

### 4.1 Submitting/Receiving Files using SFTP

This section demonstrates the process by which Trading Partners may upload/download files via SFTP.

In order to upload files using SFTP, users will need to use an SFTP client (like WinSCP, FileZilla, or any of their choice) and input the correct credentials, including, hostname, port and username. The connection to the Nevada Medicaid SFTP Testing server is `sftptest3.medicaid.nv.gov`. Please be sure to use your SSH private key and your assigned username, which is your Trading Partner ID. There is no password for the connection. Make sure your setup is listed with SFTP and use port 22 for the login.

Once you are logged in, you will have different folder options.



The “inbound” folder is where you will drop files needing to be processed, and the “outbound” folder is where you will pick up files such as the TA1/999 acknowledgement response and the 835.

Note: Trading Partners should delete the files from the outbound directory after picking them up. Right mouse click and delete after copying the file over from the outbound directory.

## 4.2 Submitting/Receiving Files using PWP

This section demonstrates the process by which Trading Partners may upload/download files via the PWP.

To upload files, users will need to:

1. Hover over the **File Exchange** tab
2. Click **Upload Files**

The screenshot displays the Nevada Medicaid Trading Partner Web Portal. At the top, the navigation bar includes 'My Home', 'File Exchange', and 'Download Files'. The 'File Exchange' tab is highlighted with a red box and a callout '1'. Below it, the 'Upload Files' button is also highlighted with a red box and a callout '2'. The main content area features a 'User Details' section with a welcome message for 'TestTrade1' and a 'Trading Partner' section with details for 'Trader 1' (ID: 23113726). A 'Broadcast Messages' section contains 'Hours of Availability' information. A 'Welcome Health Care Professional!' message is displayed with a photo of healthcare workers. On the right, there are links for 'Contact Us' and 'Secure Correspondence', along with contact information for the Nevada Medicaid Administration.

Once the user clicks **Upload Files**, the “Upload Files” page will appear. From there, the user will:

3. Review the File Upload section to ensure that any uploaded files are in a HIPAA compliant format
4. Select a **File Type**
5. Click the **Browse** button

**My Home** | **File Exchange**

Download Files | **Upload Files**

File Exchange > Upload Files Wednesday 05/16/2018 08:11 AM PST

**File Upload** ?

\* Indicates a required field. 3

Transaction files uploaded here must be in a HIPAA format -- Health Insurance Portability and Accountability Act. HIPAA is the United States Health Insurance Portability and Accountability Act of 1996. There are two sections to the Act. HIPAA Title I deals with protecting health insurance coverage for people who lose or change jobs. HIPAA Title II includes an administrative simplification section which deals with the standardization of healthcare-related information systems. In the information technology industries, this section is what most people mean when they refer to HIPAA.

HIPAA establishes mandatory regulations that require extensive changes to the way that health providers conduct business. HIPAA seeks to establish standardized mechanisms for electronic data interchange (EDI), security, and confidentiality of all healthcare-related data. The Act mandates: standardized formats for all patient health, administrative, and financial data; unique identifiers (ID numbers) for each healthcare entity, including individuals, employers, health plans and healthcare providers; and security mechanisms to ensure confidentiality and data integrity for any information that identifies an individual.

The upload file must be in one of these formats: **.txt, .dat, .zip**

4 **\* File Type** 5

**\* Upload File**

Select
270/271 Health Care Eligibility Request/Response Batch
276/277 Health Care Claim Status Request/Response Batch
837D Health Care Claim: Dental
837I ? Health Care Claim - Institutional
837P Health Care Claim: Professional
D.0 - NCPDP - Batch Standard 1.2

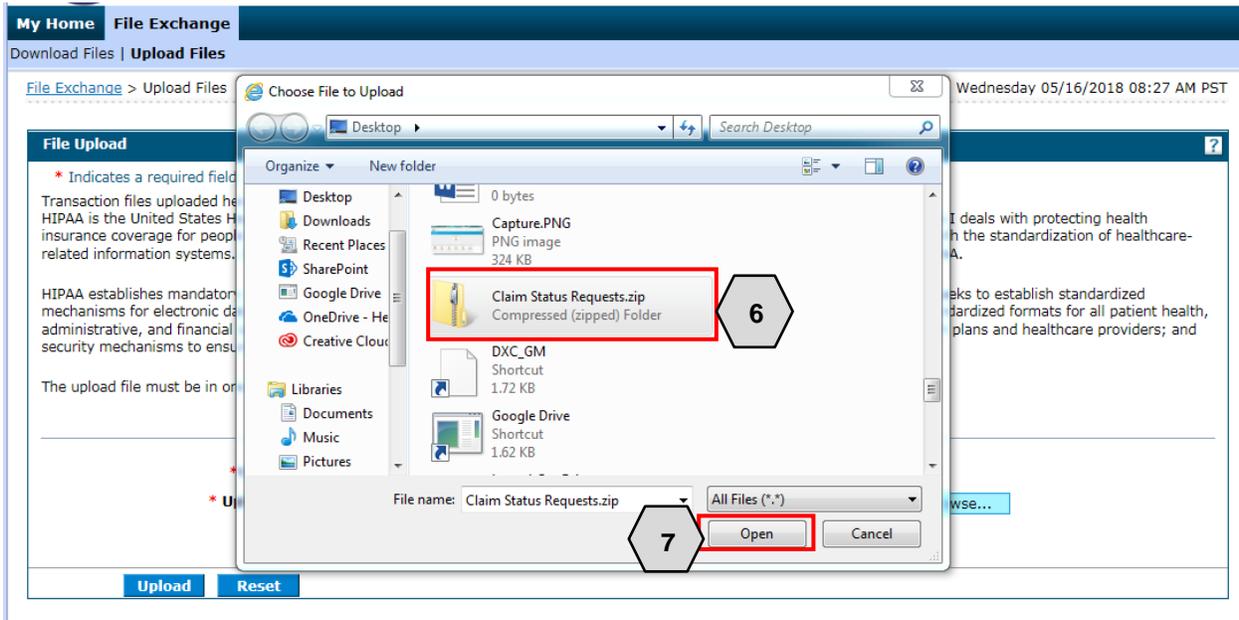
Browse...

Upload
Reset

Once the user clicks **Browse**, the “Choose File to Upload” window will pop up. From there, the user will need to:

6. Select the desired file for upload
7. Click the **Open** button

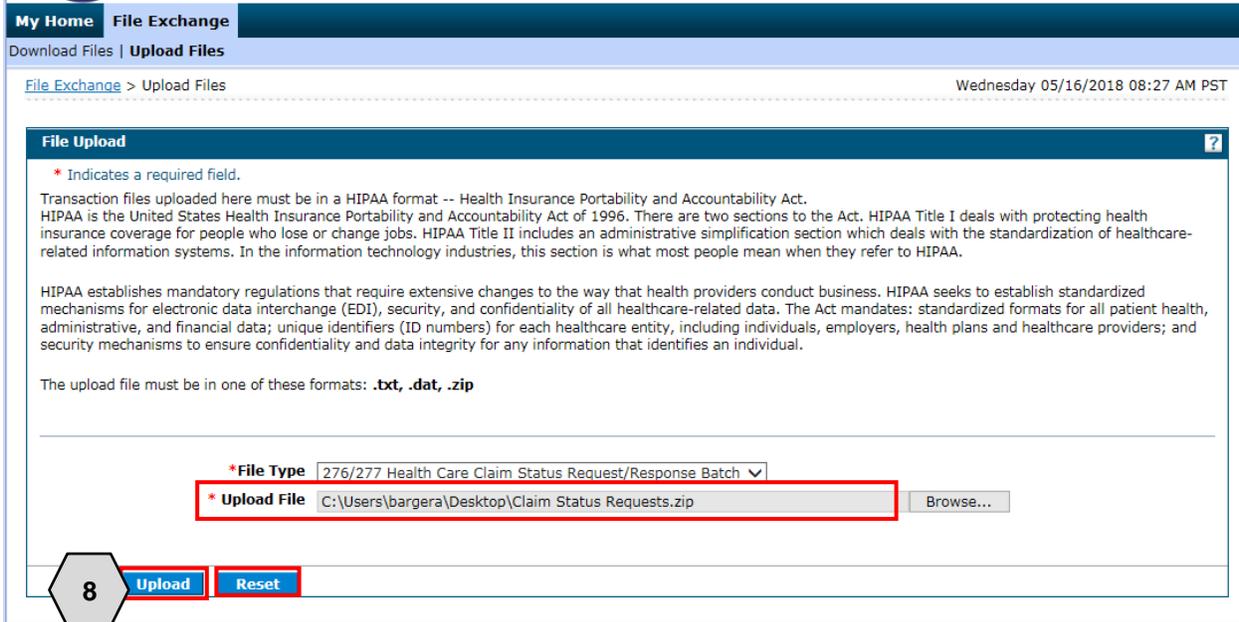
NOTE: Any files uploaded to the PWP must be in . txt, .dat, or .zip format and no larger than 4 MB. Zip files may not contain more than one file.



Once the user selects a file, it will display in the **Upload File** field. If the user is satisfied with their selections, they will:

8. Click the **Upload** button

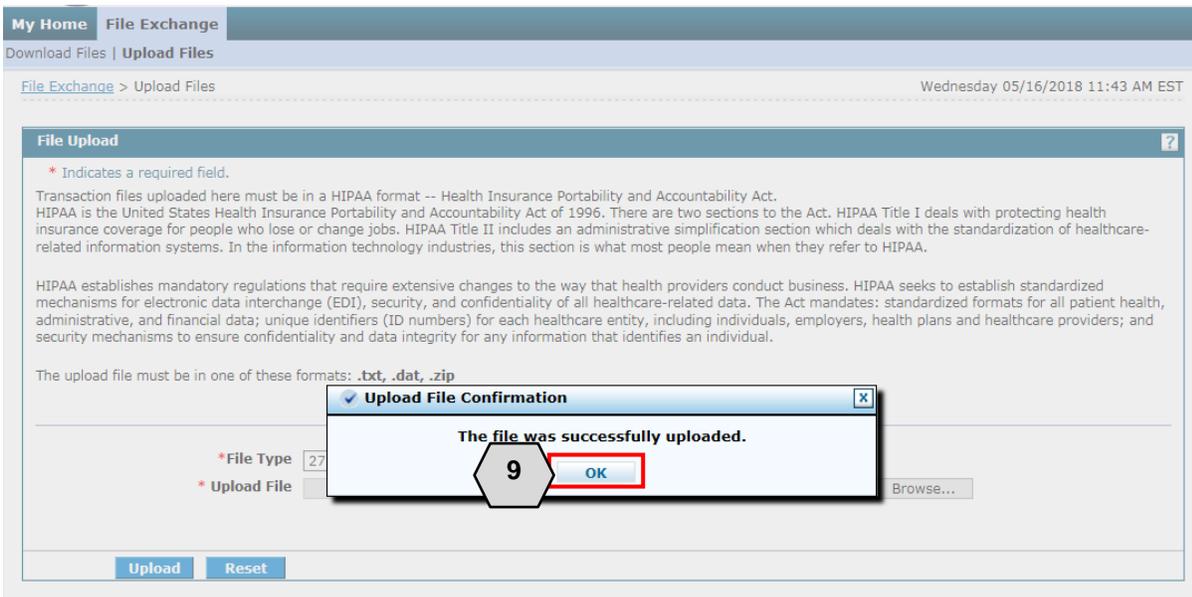
NOTE: The user may also click the **Reset** button to clear all files and start over if needed.



Once the user clicks the **Upload** button, their file will be submitted and an “Upload File Confirmation” window will appear. Once uploaded, the user will:

9. Click **OK**

Once the user clicks **OK**, they will be returned to the “Upload Files” page where users may upload more files if needed.



To download files, users will need to:

1. Hover over the **File Exchange** tab
2. Click **Download Files**

The screenshot displays the user interface for the Nevada Medicaid Trading Partner. At the top, the header reads "Health and Human Services" and "Division of Health Care Financing and Policy Provider Portal". Below this is a navigation bar with tabs: "My Home", "File Exchange", and "Upload Files". The "File Exchange" tab is highlighted with a red box and a callout "1". Underneath, the "Download Files" button is also highlighted with a red box and a callout "2". The main content area includes a "User Details" section with a welcome message for "TestTrade1" and a "Trading Partner" section with fields for Name (Trader 1) and Trading Partner ID (23113726). A "Broadcast Messages" section contains "Hours of Availability" information. A "Welcome Health Care Professional!" message is displayed above a photo of five healthcare professionals. On the right, there are links for "Contact Us" and "Secure Correspondence", along with contact information for Nevada Medicaid Administration.

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

My Home **File Exchange** Upload Files

Download Files

Wednesday 05/16/2018 09:17 AM PST

**User Details**

Welcome TestTrade1

[My Profile](#)

**Trading Partner**

Name Trader 1  
Trading Partner ID 23113726

[Trading Partner Information](#)  
[Trading Partner Profile](#)

**Broadcast Messages**

**Hours of Availability**  
The Nevada Provider Web Portal is unavailable between midnight and 12:25 AM PST Monday-Saturday and between 8 PM and 12:25 AM PST on Sunday.

**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

Once the user clicks **Download Files**, the “Download Files” page will appear. From there the user will:

3. Choose a **File Status** from the drop-down (options will be New Files or Previously Downloaded Files)
4. Choose a file **Category** from the drop-down list: Interchange Ack, Eligibility, Claim Status, Enrollment, Payment/Advice, Capitation or Functional Ack
5. Enter a date range using the **From Date** and **To Date** fields
6. Click **Search**

The screenshot shows the "File Download" search interface. At the top, there is a header for the Nevada Department of Health and Human Services. Below the header, there are navigation tabs for "My Home" and "File Exchange". The main content area is titled "File Download" and contains a search form. The form includes a "File Status" dropdown menu (callout 3), a "Category" dropdown menu (callout 4) with "5010-Eligibility (271)" selected, a "From Date" field (callout 5) with "03/24/2018" and a "To Date" field (callout 6) with "05/21/2018". A "Search" button is located at the bottom of the form (callout 6). A red box highlights the search criteria fields, and a blue box highlights the Search button. A legend indicates that an asterisk (\*) denotes a required field.

Once the user clicks **Search**, results will appear below. From there, the user will:

7. Select the desired option by clicking the blue link in the **File Name** column
8. Choose to **Open** or **Save** the file

**File Download** ?

\* Indicates a required field.

Enter your search criteria and click the **Search** button.

---

**File Status**

**Category**

**\*From Date**

**\*To Date**

---

**Files Available to Download From 3/24/2018 To 5/21/2018**

To Download the file; click the File Name Total Records: 2

File Name	Create Date ▼	Download Date	Category
1705000_1704996_72DBABD5_271X12BATCH_1_9999.271	04/05/2018 00:00	05/18/2018 00:00	5010-Eligibility (271)
1704555_1704399_D4C462E6_271X12BATCH_1_9999.271	04/03/2018 00:00	04/30/2018 00:00	5010-Eligibility (271)

---

Current Procedural Terminology (CPT) and Current Dental Terminology (CDT) codes, descriptions and data are copyrighted by the American Medical Association (AMA) and the American Dental Association (ADA), respectively, all rights reserved. AMA and ADA assume no liability for data contained or not contained on this website and on documents posted here.

Do you want to open or save 1705000\_1704996\_72DBABD5\_271X12BATCH\_1\_9999.271 (1.14 KB) from portalmod.medicaid.nv.gov?

8

## 5 Testing Information

This section contains additional information needed before the Trading Partner can begin the testing phase.

Testing is conducted to ensure compliance with HIPAA guidelines. Inbound and outbound transactions are validated through Strategic National Implementation Process (SNIP) Level 4.

As related to testing, data such as provider IDs and recipient IDs will not be provided. Users should submit recipient information and provider information as done for production.

There is no limit to the number of files that may be submitted; however, it is recommended that a test file be submitted via batch that contains a minimum of 10 and maximum of 50 claims, eligibility requests or claim status requests. Results of the system's processing of transactions are reviewed by the EDI team and communicated back to the Trading Partner via email. Once a test file passes EDI compliance, a production URL and Production Authorization letter will be sent to the Trading Partner confirming certification.

The following transaction types are available for inbound testing:

- 270 Eligibility Request/271 Eligibility Response
- 276 Claim Status Request/277 Claim Status Response
- 837D Dental – Fee for Service and Encounter Claims
- 837P Professional (CMS-1500) – Fee for Service and Encounter Claims
- 837I Institutional (UB-04) – Fee for Service and Encounter Claims
- NCPDP Batch Transaction Standard Version 1.2 and Telecommunication Standard Version D.0 – (Encounters Only)

After submitting a test file to Nevada Medicaid, please notify the Nevada Medicaid EDI Testing Support Team via email at: [nvmed.editestingsupport@dxc.com](mailto:nvmed.editestingsupport@dxc.com). Please make sure to include the file name for the test file submitted. This should include the Trading Partner ID as illustrated in Section 5.1 (File Naming Standard).

If the file is an 837 transaction, the testing is conducted to ensure compliance with HIPAA guidelines through SNIP Level 4. If the file is a 270 Eligibility Request or a 276 Claim Status Request, the file will be submitted through the test system and a 271 Eligibility Response or a 277 Claim Status Response will be created and delivered to the Trading Partners outbound folder. DXC will notify the Trading Partner once the 271 or the 277 batch response is available to download.

When an 837 file passes HIPAA guidelines through SNIP Level 4 compliance, the Trading Partner will be approved to submit the transaction type in the Production environment. The Trading Partner Authorization Letter will be sent to the Trading Partner via email.

### 5.1 File Naming Standard

Use the following naming standards when submitting files to Nevada Medicaid:

- Trading Partner ID = 8-digit assigned, example -- 01234567
- Filetype = transaction type, example -- 270, 276, 837P, 837D, 837I
- UniqueID = any unique ANSI qualifier, example -- DATETIMESTAMP

[CCYYMMDDHHMMSSS as 201708301140512]

Here are some examples of appropriate file naming standards:

- 01234567\_837P\_201708301140512.dat
- 01234567\_276\_TRANS01\_20170830.dat
- 01234567\_270\_SMALL\_FILE\_2017\_08.txt
- 01234567\_ENCOUNTERS\_837P\_PROD\_201808301140512.dat
- 01234567\_ENCOUNTERS\_NCPDP\_PROD\_201808301140512.dat

The preferred extension is .dat; however, .txt is also allowed. Zip files (.zip) may also be submitted, but each zip file can contain only one file, either .dat or .txt. Both the zip file and the transmission file it contains must meet the file naming standards.

If the file does not meet the file naming standard, the file will not be processed. In this instance, the Nevada Medicaid EDI Helpdesk will notify the submitter of the issue and request correction and resubmittal. The user will need to correct the file name and resubmit the file in order for it to process.

Note: Refer to the specific companion guide for file naming standards.

## 5.2 Transmission File Size

Transactions	Submission Method	File Size Limit	Other Conditions
837s	SFTP	300 MB	5,000 claims per transaction set
270 Batch	SFTP	30 MB	
276 Batch	SFTP	30 MB	
270 Real-Time	CORE		Real-time limited to 1 eligibility request per transaction
276 Real-Time	CORE		Real-time limited to 1 claim status request per transaction
837s	Web Portal	4 MB	
270 Batch	Web Portal	4 MB	
276 Batch	Web Portal	4 MB	