



October 10, 2024

Nevada Medicaid Web Announcement 3459

Attention All Providers, Delegates and Staff: Nevada Medicaid Services Unavailable Beginning October 18, 2024

All Nevada Medicaid services will be unavailable from 5 p.m. Pacific Time, Friday, October 18, 2024, to 11:59 p.m. Pacific Time, Sunday, October 20, 2024, as the systems' environment is moving to a new data center. Additionally, the Financial Payment cycle will run on Thursday, October 17, instead of Friday, October 18. The payment date for claims will remain the same.

The impacted services are:

- All website content
- Secure Provider Web Portal (Electronic Verification System – EVS), which includes:
 - Recipient Eligibility
 - Provider Claim Appeals
 - Prior Authorization (PA) system
 - Claims Submission
- Online Provider Enrollment (OPE)
- Gabby®, which includes:
 - Customer Service Center (877) 638-3472
 - Automated Response System (ARS) (800) 942-6511
- Real time CAQH/CORE EDI eligibility and claim verification
- Provider PASRR
- Trading Partner File Transfer (EDI/SFTP)
- Business Partner File Transfer (EDI/SFTP)