



**April 7, 2025**

**Nevada Medicaid Web Announcement 3603**

## **Attention Providers Who Submit Serious Occurrence Reports (SOR): Web-Based SOR Form Removed from Nevada Medicaid Provider Website**

Effective April 7, 2025, the web-based Serious Occurrence Reporting (SOR) will no longer be available on the [Nevada Medicaid](#) website under Forms. The weblinks for SOR and the NMO-3430A form will be disabled and removed.

As of March 31, 2025, providers are required to submit their SORs through the Aging and Disabilities Services Division (ADSD) new Case Management System called Therap. In the Therap system, SORs are known as "General Event Reports" (GER). All providers included in this Web Announcement must submit SORs/GER for their Fee-for-Service or Waiver recipients.

SORs can no longer be reported by using the web-based form. Prior to submitting a SOR/GER, all providers must first create an account with Therap in order to submit SORs. If you have not already signed up with Therap, please immediately contact [nvsupport@therapservices.net](mailto:nvsupport@therapservices.net). Because SOR/GER are time sensitive reports, it is imperative that all providers have an account with Therap as soon as possible.

The following provider types are impacted:

<b>Provider Type</b>	<b>Provider Type Description</b>
30	Personal Care Services - Provider Agency
38	Waiver for Individuals with Intellectual and Developmental Disabilities
39	Adult Day Health Care
48	Home and Community Based Waiver for the Frail Elderly
55	Day and Residential Habilitation Services
57	Home and Community Based Waiver for the Frail Elderly (Elderly in Adult Residential Care)
58	Home and Community Based Waiver for Persons with Physical Disabilities
59	Home and Community Based Waiver for the Frail Elderly (Augmented Personal Care Services)
63	Psychiatric Residential Treatment Facility
83	Personal Care Services - Intermediary Service Organization
86	Specialized Foster Care
95	Waiver for Structured Family Caregiving