



QUICK REFERENCE GUIDE:

Instructions for Looking Up Prior Authorizations on the Provider Web Portal

This Quick Reference Guide contains step-by-step instructions to assist providers in looking up prior authorizations on the Provider Web Portal.

Notes:

- Please review the Broadcast Messages that appear on the Provider Web Portal login webpages. A current message advises providers that when they check the status of a prior authorization, the link for details of the original request is currently not available. The Broadcast Message will be updated when the link for details is available.
- If the "Day Range" of the authorization is not within the last 30 days or if you do not know the "Day Range," you must use the Authorization Information search option (Step 8a below).

Prior Authorization Look Up Instructions:

- 1) Log on to <http://www.medicaid.nv.gov>.
- 2) At the top of the screen:
 - a. Click on "EVS" and then click on "Provider Login (EVS)" **OR**
 - b. Click on "Prior Authorization" and then click on "PA Login."
- 3) Enter the same "User ID" you used when you registered for the Provider Web Portal. Click "Log In."
- 4) Validate your Site Key, enter your "Password" and click "Sign In."
- 5) Click on "Care Management" shown at the top of the screen.
- 6) Click on "View Authorization Status."
- 7) Click "Search Options."
- 8) The next screen displays three Search Options, i.e., methods to search for your prior authorization: Authorization Information, Member Information and Provider Information. Select one of these Search Options to use.
 - a. Authorization Information**
 - i. Enter the "Authorization Tracking Number."
 - ii. Select the "Day Range." To indicate a "Day Range" that is not within the last 30 days, scroll to the top of the "Day Range" categories and select the blank range.
 - iii. Click "Search."
 - iv. Search Results appear at the bottom of the screen.
 - b. Member Information**
 - i. Enter the member's, i.e. recipient's, information on the form.
 - ii. Select a "Day Range" in the "Authorization Information" section.
 - iii. Click "Search."
 - iv. Search Results appear at the bottom of the screen.
 - c. Provider Information**
 - i. Enter the provider's information on the form.
 - ii. Select a "Day Range" in the "Authorization Information" section.
 - iii. Click "Search."
 - iv. Search Results appear at the bottom of the screen.