Online Provider Enrollment (OPE) Frequently Asked Questions

1	How long does the provider enrollment process generally take once the application has been submitted?	Applications will be processed in the order they are received. Due to the high volume of applications received, the process may take up to 5 business days to review.
2	Who can I call if I am having a problem completing the online provider enrollment or revalidation applications?	The Nevada Medicaid Provider Enrollment Unit can be reached via phone at (877) 638-3472. Select 2 for provider, then 0, then 5 for Provider Enrollment.
3	What are the required attachments?	At a minimum, you must submit the required attachments listed on the Checklist for the provider type you are trying to enroll. Please refer to the Checklist for your specific provider type and provider specialty for documentation requirements. In addition, the following item is required: • Electronic Funds Transfer (EFT) Authorization – New or revised EFT information
4	How will I be notified of my application/revalidation approval?	You will be notified in writing on the approval/denial of your application/revalidation.
5	Will the Provider Enrollment Unit notify me if my online application is incomplete?	The Provider Enrollment Unit will contact the Contact Person listed on the online application if additional information is needed to process your application.
6	How can I check on the status of my online new enrollment application, revalidation or provider update?	You can use the OPE Tool's "Enrollment Status" link to verify the status.
7	How do I resume a new enrollment application that I saved to finish later?	To return to the application, go to the Online Provider Enrollment Portal and select the "Resume Enrollment" link. On the Resume Enrollment page, enter the tracking number, Federal Employer Identification Number (FEIN) or Social Security Number (SSN) and password for the saved application. **Note:** If forgotten, the password cannot be reset and your request is no longer available. You will need to begin a new request.
8	When I try to resume enrollment on a new enrollment application that I saved to finish later, I am getting the following error. **"No Data found to match the credentials."**	You will see this message if the credentials you entered are not correct. Check to make sure you used the correct tracking number, FEIN or SSN, and password. **Note:** If the saved application has a FEIN and SSN on the Request Information page, the application will be saved using the FEIN. Make sure you use the FEIN to retrieve your saved application. You will also see this message if the application was already submitted. You will have to contact the Provider Enrollment Unit for status. The Provider Enrollment Unit can be reached via phone at (877) 638-3472. Select 2 for provider, then 0, then 5 for Provider Enrollment.
9	Where can I obtain my tracking number for a new enrollment application?	Once an application is saved or submitted you will be given a tracking number online, and an email confirming the assigned tracking number will be sent to the contact email address the same day. The FEIN or SSN and password will not be included in the email.

10	I lost my tracking number and/or password related to my saved application. Can I get that information?	The Provider Enrollment team cannot reset your password in the event you have misplaced that information. You will need to re-enter your application.
11	How do I start the revalidation process?	To start the process you must log onto the Nevada Provider Web Portal using the User ID for the provider you want to revalidate, and select the link "Revalidate – Update Provider." Then on the Provider Location page, click on the "Revalidate Provider" link for the location you would like to revalidate.
12	How do I resume a revalidation application that I saved to finish later?	To return to the revalidation application, log onto the Nevada Provider Web Portal using the User ID for the provider you want to resume revalidation for and select the link "Revalidate – Update Provider." Then on the Provider Location page, click on the "Revalidate Provider" link for the location you would like to revalidate.
13	How do I start the provider update process?	To start the process, you must log onto the Nevada Provider Web Portal using the User ID for the provider you want to update, and select the link "Revalidate – Update Provider." Then on the Provider Location page, click on the "Update Provider" link for the location you would like to update.
14	How do I resume a provider update that I saved to finish later?	To return to the update application, log onto the Nevada Provider Web Portal using the User ID for the provider you want to resume updates for and select the link "Revalidate – Update Provider." Then on the Provider Location page, click on the "Update Provider" link for the location you would like to update.
15	After my enrollment is complete, what do I do next?	Refer to the Provider Training webpage at https://www.medicaid.nv.gov/providers/training/training.aspx for training sessions regarding prior authorization requests and billing. Review https://www.medicaid.nv.gov on a weekly basis for informational web announcements and review billing instructions at www.medicaid.nv.gov/providers/BillingInfo.aspx.