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**Frequently Asked Questions (FAQs) for  
National Provider Identifier (NPI) Enrollment and Electronic Visit Verification (EVV)**

*The remarks provided in this document are general guidelines. Specific questions regarding the NPI process can be answered at <https://nppes.cms.hhs.gov/webhelp/index.html> or 1-800-465-3203.*

**Q: What is the purpose of requiring personal care attendants to obtain a NPI?**

A: The overall goal is to align with the EVV implementation in early 2019. Each attendant will need to be identified as a servicing provider. This tracking process confirms that the services occurred, reducing the instances of fraud which provides better safeguards for Medicaid recipients and reduces administrative burdens.

**Q: Can the personal care agency sign up for a NPI on behalf of an individual?**

A: Yes, but the personal care attendant cannot have multiple NPIs for multiple agencies. The registry (<https://npiregistry.cms.hhs.gov/>) needs to be checked before attempting to obtain a NPI for an individual.

**Q: Does an agency need written consent from a personal care attendant to obtain a NPI on their behalf?**

A: Absolutely. The personal care attendant needs to be aware of the process. Section 4 of the NPI application is the certification statement in which the individual certifies that they have read the contents of the application and the information is true and accurate, etc. Please have the personal care attendants read through the certification statement.

**Q: If the agency develops a form for authorization from the personal care attendant to obtain a NPI on their behalf, does the form need to be attached to the NPI application if submitted by mail?**

A: It is not necessary to attach that document to the NPI application. However, if your business practice uses this method to document the authorization it should be kept in your agency files.

**Q: What should a personal care attendant do if they've registered for a NPI but haven't received documentation with their NPI information?**

A: The NPI application process is managed through National Plan & Provider Enumeration System (NPPES), a separate entity not associated with Nevada Medicaid. If you would like to verify your

NPI, use the NPI Registry to search the directory (<https://npiregistry.cms.hhs.gov/>). If you need further assistance, the NPI Enumerator can be contacted as follows:

Ph: 1-800-465-3203

Email: [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com)

Mail: NPI Enumerator

PO BOX 6059

Fargo, ND 58108-6059

**Q: Will Nevada Medicaid provide step-by-step instructions for how to apply for a NPI for personal care attendants?**

A: An example of a NPI application that can be used as a guide is attached to this FAQ (see below). If there are specific questions regarding the application, please contact the NPI Enumerator – contact information listed above.

**Q: Which address is appropriate to list on the NPI application – home or business address?**

A: Section 3A of the NPI application is for the Business Mailing Address Information. The application states to not report your residential address unless it is also your business mailing address. In communications with the NPI Enumerator, this address is public knowledge on the Registry page, so they do not suggest reporting your home address. Section 3B should also be listed as the agency in which the attendant works. It is not necessary to attempt to list more than one agency in the address sections.

**Q: Will the agency still act as the billing provider for services performed?**

A: Yes, the agency will be the billing provider. The personal care attendant will not be billing Nevada Medicaid directly. All claims will still be mandated to be billed from the agency.

**Q: How will the billing process change based on the NPI requirement for personal care attendants?**

A: The individual PCA will obtain the NPI, enroll as a servicing provider with Nevada Medicaid, and therefore be listed on future billing claims as the servicing provider. The PCS Agency will remain the billing provider on all claims submitted to Medicaid. Subsequent workshop/trainings will be scheduled in the future. Nevada Medicaid will work intensively with providers to ensure all are trained on the billing updates.

**Q: If the agency searches the NPI registry and locates the NPI number for their personal care attendant, is that the NPI number they use for that personal care attendant, even though it's already been established through a different agency?**

A: Yes – each individual is only allowed to have one NPI, no matter what agency or specialty they are using it for. If the NPI is located on the registry, use it.

**Q: What is the deadline for ensuring all personal care attendants obtain a NPI?**

A: The sooner, the better. The deadline, based on EVV implementation, is December 31, 2018. However, don't wait!

**Q: Does the EVV system eliminate the need for paper timesheets for personal care attendants?**

A: The overall goal with electronic information systems is to reduce the need for manual (paper) tracking, so this could eventually eliminate the need for personal care attendants to report to the agencies with paper timesheets.

**Q: If the agency is currently using a software program that tracks visits performed, is there a way to connect to the EVV system that Nevada Medicaid implements?**

A: The technical answer to this question is unknown at this time. As the process continues, Nevada Medicaid will have a better understanding of how the EVV vendor could interact with other information systems.

**Q: Will the EVV system have an electronic signature component?**

A: This information is unknown at this time. Depending on the EVV vendor that is selected, there may be various options specific to that vendor.

**Q: How will user error be corrected in an electronic system?**

A: This is a vendor-specific question that Nevada Medicaid cannot answer until a specific vendor is selected. However, this is an important feature that we will ensure gets answered.

**Q: How will services be verified – phone, tablet?**

A: Each EVV vendor has various ways for services to be verified. This information is not known at this time.

**Q: Are the agencies able to assist in selecting the EVV system?**

A: If the agencies have best practices, lessons learned, or feedback regarding features of the EVV system, please email them to [pcsprogram@dchfp.nv.gov](mailto:pcsprogram@dchfp.nv.gov). All input from the industry will be beneficial to the process.

**Q: Will Personal Care Agencies be charged to use the EVV system?**

A: Nevada Medicaid will not charge agencies to access and use the EVV system. It will be important to keep in the mind the unintended fiscal impact regarding equipment needed based on the EVV system that is selected.