# Nevada Medicaid Provider Flex and Centralized Credentialing

Division of Health Care Purchasing and Compliance
Office of the Medicaid Inspector General

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NVHA.nv.gov

# Who's Who

Nevada Medicaid
The state agency, operating under the Nevada Health Authority (NVHA), including the divisions of Consumer Health Services, Nevada Medicaid, and Health Care Purchasing and Compliance. The mission of NVHA is to ensure Nevadans have access to affordable, reliable care by leveraging the state's buying power, streamlining programs and services, and driving better quality and more innovation in the and health care system, while staying true to the values of public service, fiscal discipline, and accountable leadership.

Fiscal Agent – **Nevada Medicaid Provider Enrollment**
Gainwell Technologies (GWT) is contracted to provide services to support the Medicaid program and is responsible for the Medicaid Management Information System (MMIS) supporting Fee For Service Enrollment activities, claims processing, prior authorization etc.

Credentialing Verification Organization (CVO) – **Credentialing for all MCEs**
Verisys (previously known as Aperture) is sub-contracted to provide credentialing services to Nevada Medicaid.
https://www.medicaid.nv.gov/Downloads/provider/web_announcement_3324_20240402.pdf

Managed Care Entities (MCEs): **MCE Contracts**
Anthem BCBS, Liberty Dental Plan, Health Plan of Nevada (UHC),
Molina Healthcare of Nevada, and Silver Summit Healthplan (Centene), CareSource (Effective 1/01/2026)

# 3 Separate Processes

Enrollment with Nevada Medicaid

Credentialing

MCE Contracting

# To enroll with Nevada Medicaid:

# Continued enrollment view:

# Flex tool view:

# Nevada Medicaid Enrollment

- All MCE providers must be enrolled with Nevada Medicaid.
- Prior to credentialing providers must be enrolled with Nevada Medicaid

**Flex enrollment tool**
**Medicaid.nv.gov/home**

*For questions on Nevada Medicaid enrollment, contact Gainwell Technologies call center at (877) 638-3472*

**Enrolled?**

**NO**

**YES**

Initial MCE enrollment – provider submits request for participation to MCE. MCE submits to Verisys.

Existing MCE contract – MCE submits roster to Verisys.
**(Dates aligned per next due date within all MCO rosters)**

**Practitioner**

**Provider completes CAQH application**

**Facility**

**Facility receives application**

**Nevada** must be selected within CAQH application

# Centralized Credentialing Goals

Achieve a robust screening and validation process to ensure enrollment of qualified/quality providers.

Streamline the process by transitioning credentialing responsibility from each Managed Care Entity to a Credentialing Verification Organization (CVO) allowing primary source verification to be completed by a single entity and aligning outcomes
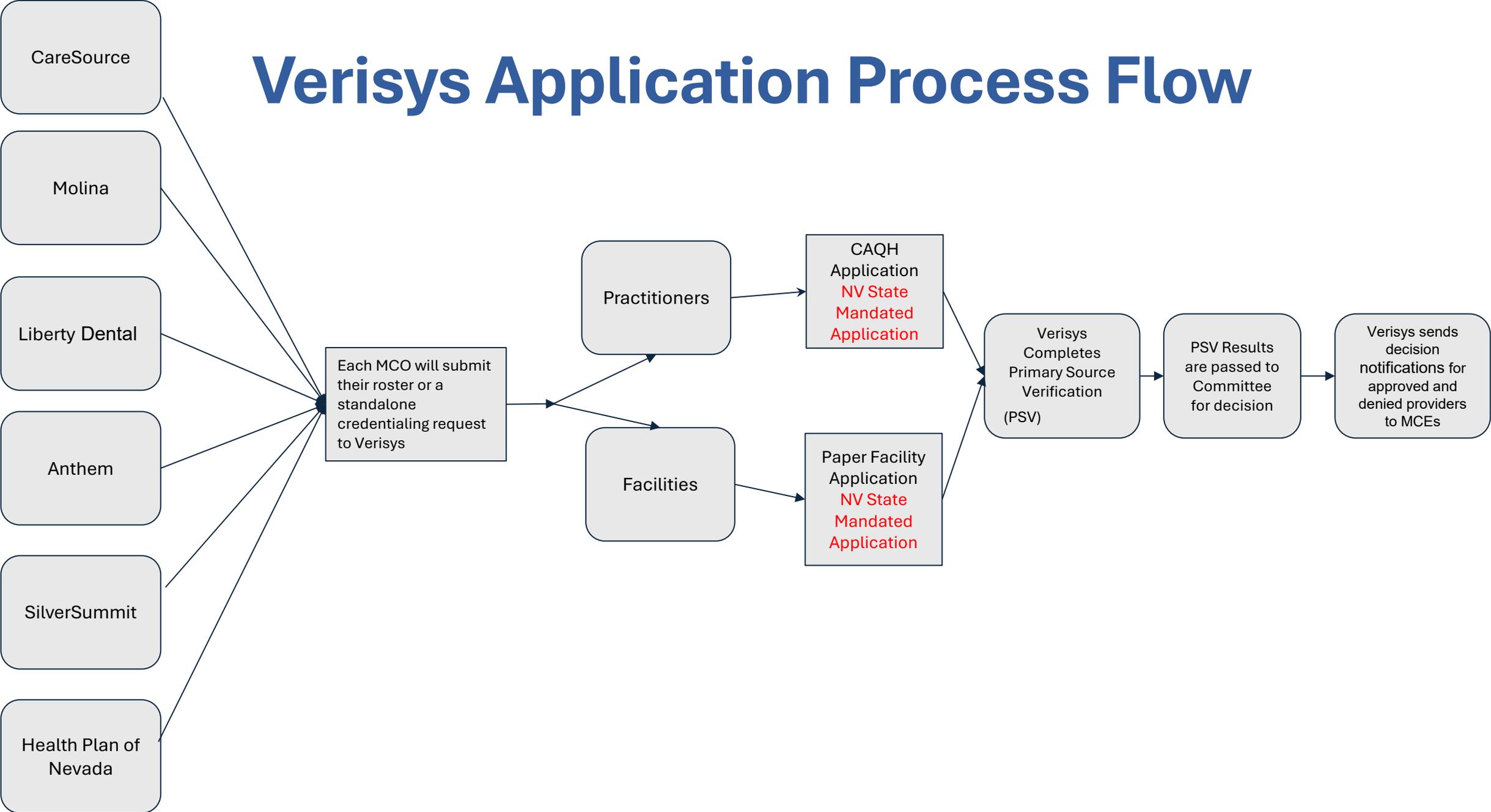
A singular decision-making credentialing committee to streamline processes and align outcomes

Adhere to National Committee for Quality Assurance (NCQA) guidelines and compliance with federal regulations

# Verisys Application Process Flow

CareSource

Molina

Liberty Dental

Anthem

SilverSummit

Health Plan of Nevada

Each MCO will submit their roster or a standalone credentialing request to Verisys

Practitioners

Facilities

CAQH Application
NV State Mandated Application

Paper Facility Application
NV State Mandated Application

Verisys Completes Primary Source Verification (PSV)

PSV Results are passed to Committee for decision

Verisys sends decision notifications for approved and denied providers to MCEs

# Practitioner Application Gather Letter

- Letter is mailed at the time the work order is started with Verisys

- Directions are provided regarding CAQH ProView

- Participating MCOs will be reflected in the upper right- hand section of the letter

# Initial Facility Application Gather Letter

- Letter is mailed at the time the work order is started with Verisys

- Directions are provided on the letter

- Participating MCEs will be reflected in the upper right- hand section of the letter

# Recred Facility Application Gather Letter

- Letter is mailed at the time the work order is started with Verisys

- Directions are provided on the letter

- Participating MCEs will be reflected in the upper right- hand section of the letter

# Verification Coordinator Email Outreach

- Verisys will send the practitioner an email for any missing or clarifying information that is needed to complete the primary source verification request

- The email will contain the name of the client(s) that the credentialing request will support

- Purpose of the request is detailed in the body of the email

# Verification Coordinator Outreach-Continued

- The email will provide instructions to upload the requested documentation directly back to the open work order

# Top Committee Denial Reasons

## October 2025

**Practitioner**

1. State Mandated Application Not Received (CAQH)

2. DEA or CDS or Prescribe Plan Not Received

3. Professional Liability Insurance Not Received

**Facility**

1. State Mandated Application Not Received (Paper Application)

2. Missing License

3. Accreditation or Site Survey not Received
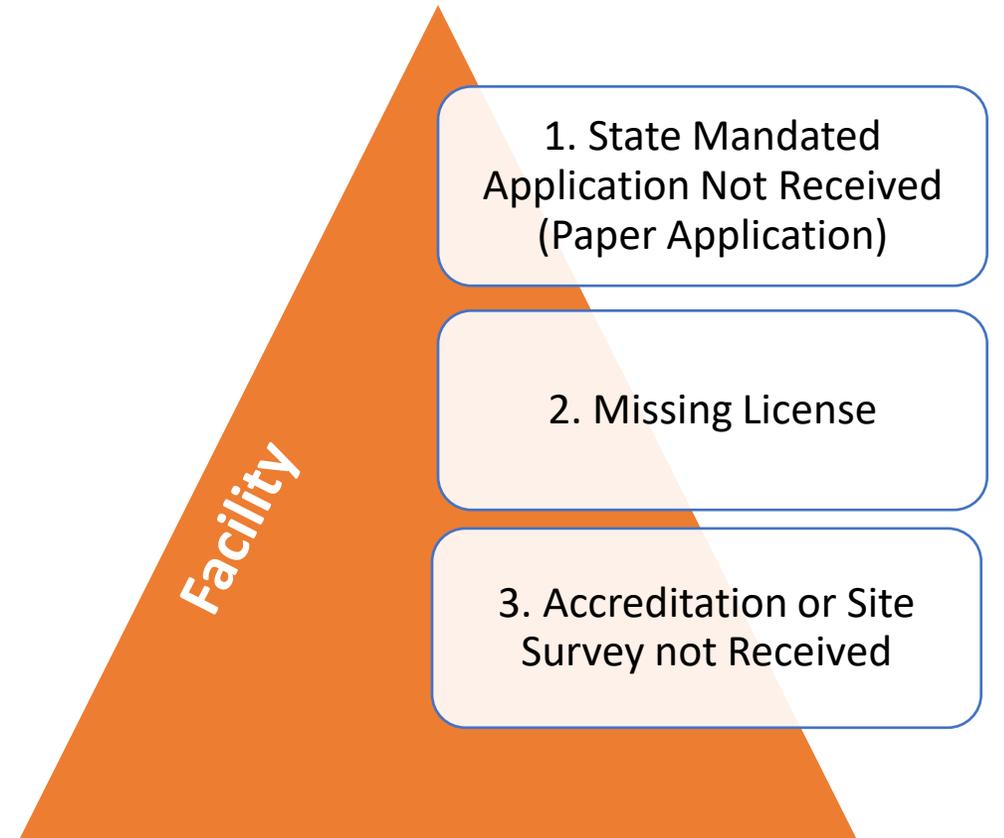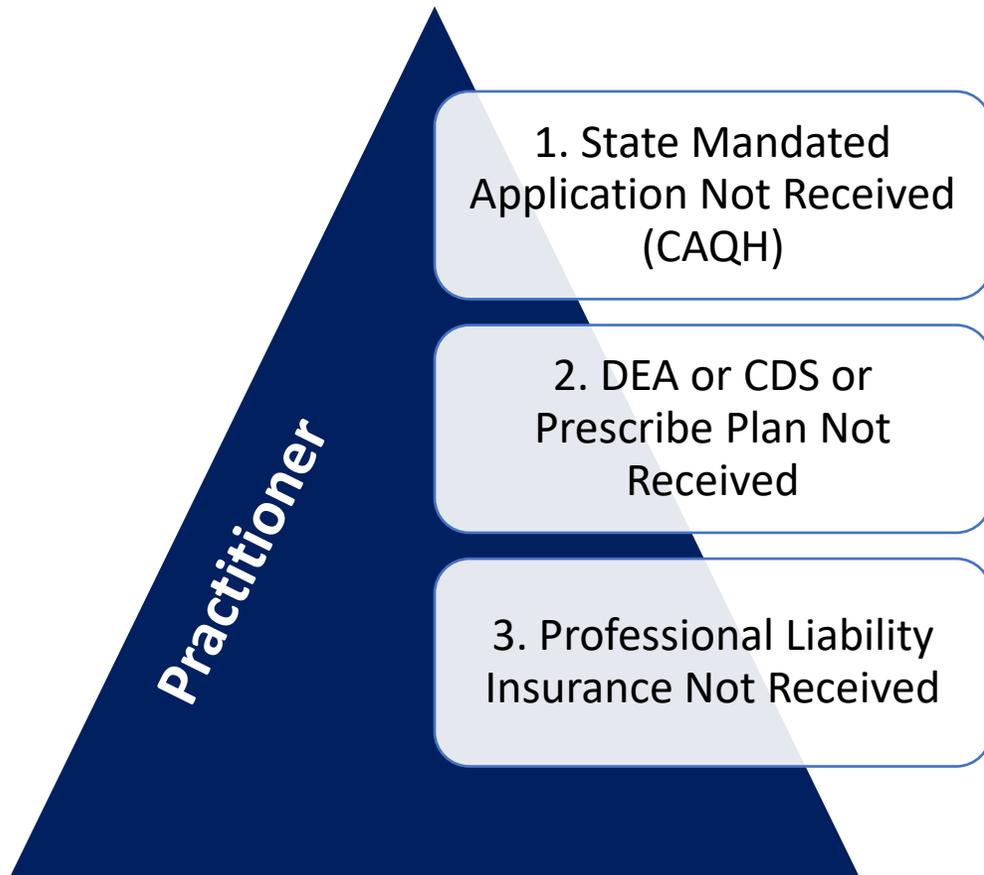
# Practitioner CAQH Application Reminders

1. Application must be in good status on CAQH

2. Nevada State mandated application must be populated

3. Practitioner needs to authorize Nevada MCEs on CAQH for Verisys to access their application

# Practitioner CAQH – Nevada Application

1. **Log in to CAQH:** Go to the CAQH login page and sign in to your ProView account

2. **Navigate to Personal Information:** Find and click on the "Personal Information" section of your profile

3. **Select "Additional Practice State(s)":** Look for the subsection or question related to additional practice states and select it to open the management area

# Practitioner CAQH – Nevada Application

- **Example 1**

- Nevada is the Primary Practice State



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# Practitioner CAQH – Nevada Application

- **Example 2**
- Provider has another primary practice and needs to also add NV as an additional state

PERSONAL INFORMATION                    ⇄ Import

\* Required fields are indicated with a red asterisk. All other fields are optional.

Profile Setup
Please confirm your NUCC Grouping, Provider Type, Practice Setting, and Practice State so that your CAQH profile can be customized for your situation. The answers you provide will determine which fields display and are required.

\* NUCC Grouping ⓘ

Allopathic & Osteopathic Physicians

\* Provider Type

Medical Doctor (MD)

\* Practice Setting ⓘ

Inpatient/Outpatient or Outpatient Only

\* Primary Practice State ⓘ

CA

Additional Practice State(s)

NV ✖

# Who to Contact

**Contact appropriate MCE:**

1. Network Status questions

2. Administrative denials that require a restart

3. Contracting questions

4. Questions regarding letters received from MCO

**Verisys Provider Engagement Team** (855) 743-6161 or [Outreachsupport@verisys.com](mailto:Outreachsupport@verisys.com):

1. Provider questions or inquiries regarding specific Verisys outreach

**Gainwell Technologies Contact Center** (877) 638-3472:

1. Provider questions regarding enrollment with NV Medicaid

# Who to Contact Cont. MCE Plans

**Anthem Blue Cross and Blue Shield:**

- Provider Services: 844-396-2330

- Join Network

- Manuals, Directories and Training

**Molina Healthcare of Nevada:**

- Provider Relations: (833) 685-2103 (TTY/TDD: 711)

- Join Network

- Provider Resources

- Provider Manual

**LIBERTY (Dental):**

- Provider Relations: 888-700-0643

- Join Network

- Provider Resource Library

**SilverSummit Health plan:**

- Provider Relations: 844-366-2880

- Join Network

- Provider Resources

- Provider Manual

**Health Plan of Nevada Medicaid (HPN):**

- Provider Services: 800-745-7065

- Join Network

- Provider Summary Guide (including a list of frequently called numbers)

- **E-mail: NVSierraCred@uhc.com**

- **Phone: 702-242-7758**

- **Fax: 702-242-7853**

**Caresource**

- Provider Services: 1-833-230-2112

- Provider Resources

# Nevada Medicaid
# Provider Enrollment Resources

- ✓ Nevada Health Authority: https://nvha.nv.gov/

- ✓ Nevada Medicaid enrollment: https://www.medicaid.nv.gov/

- ✓ Nevada Medicaid enrollment training registration website: mmislearningcenter

- ✓ Nevada Medicaid enrollment YouTube training channel: Nevada Medicaid – YouTube

- ✓ Nevada Medicaid provider training email: NevadaProviderTraining@gainwelltechnologies.com

# Office of the Medicaid Inspector General – Provider Enrollment Unit

- Provider Enrollment Unit for escalation of unresolved FFS enrollment concerns: providerenrollment@nvha.nv.gov

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