

# Nevada Medicaid Provider Flex

Division of Health Care Purchasing and Compliance

Office of the Medicaid Inspector General

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November 6, 2025



# Who's Who

## **Nevada Medicaid:**

The state agency, operating under the Nevada Health Authority (NVHA), divisions of Consumer Health Services, Nevada Medicaid, and Health Care Purchasing and Compliance.

## **Fiscal Agent:**

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.

## **Managed Care Entities (MCEs):**

Anthem BCBS, Liberty Dental Plan, Health Plan of Nevada (UHC), Molina Healthcare of Nevada, and Silver Summit Healthplan (Centene), CareSource (Effective 1/01/2026)

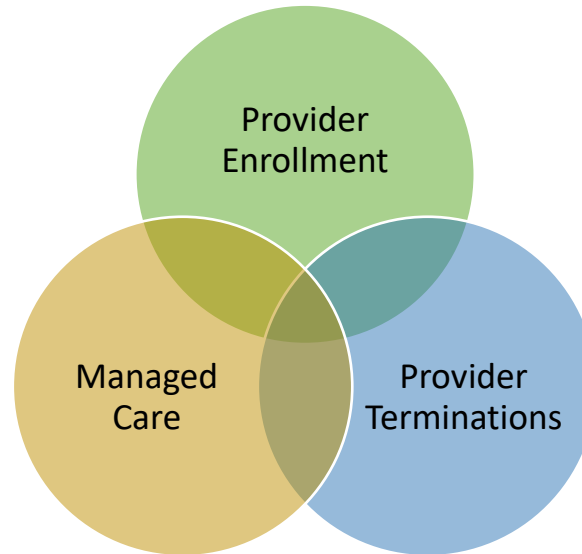
## **Mission**

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.



# Provider Enrollment Unit

NVHA Provider Enrollment (PE) includes Enrollment, Managed Care and Termination unit. PE oversees enrollment activities conducted by the Fiscal Agent, monitors enrollment compliance with the MCO Plans and Dental Benefit Administrator (DBA), evaluates and completes provider termination, and develops policy and procedures which comply with federal and state rules and regulations.





# National Provider Identifier

- National Provider Identifier (NPI) – 10-digit identifier for healthcare providers.
- To enroll as a Nevada Medicaid provider, you must have an NPI.
- You can apply for an NPI online through the National Plan and Provider Enumeration System (NPPES).
- <https://nppes.cms.hhs.gov/#/>



# Provider Flex

**Provider Flex** is an enhanced Nevada Medicaid enrollment tool replacing the existing Online Provider Enrollment (OPE) environment.



## Easy Access to Data

Automatically saves application for easy, quick retrieval of information.



## Intuitive Attachment Process

Integrative solutions for ensuring all required attachments are included to reduce returns.



## Streamlined Dashboard

A dashboard that provides a list of applications, intuitive navigation, and enrollment resources.



## Simplified Checklist

Integrated checklist for clarity and ease of access.



## Error Identification

Track missing information in fields to improve efficiency.



## DocuSign Integration

New security and integrative signing solutions ensure authorized electronic signatures.

**KEY  
FEATURES**



# Provider Flex cont...

[Providers](#) [PWP \(Formerly EVS\)](#) [Pharmacy](#) [Prior Authorization](#) [Claims](#) [Quick Links](#) [Calendar](#) [Medicaid Members](#)

Announcements [Latest News](#)

[Web Announcement 3756](#)  
Attention All Providers, Delegates and Staff: Upcoming Training Sessions for November 2025

[Web Announcement 3755](#)  
Quarter 4 2025 New Code Update

[Web Announcement 3754](#)  
Attention All Providers: Enrollment Application Will Only Be Accepted Through the Provider Flex Enrollment Tool

[Web Announcement 3753](#)  
Attention All Providers: Statewide Managed Care Questions and Answers

[Web Announcement 3752](#)  
Medicaid Services Manual Chapters Updated

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Featured Links

[DHCFP EVV](#)

[Authorization Criteria](#)

[DHCFP Home](#)

[EDI Information](#)

[PWP User Manual](#)

[Provider Flex](#)

[Online Provider Enrollment](#)

[Provider Login \(PWP\)](#)

[Prior Authorization](#)

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[Self-Paced Training Videos](#)

## Provider Flex

### Nevada Medicaid's New Provider Enrollment Portal

Powered by [g-inwell](#)

**All providers** are required to submit their provider enrollment or re-enrollment applications electronically via the [Provider Flex](#) tool. Paper applications are not accepted.

Providers who are actively enrolled with Nevada Medicaid **do not** need to re-enroll or take any action until they are due to revalidate or unless there is a change to provider status. Providers may revalidate up to one year prior to their termination date. New or re-enrollment applications submitted for providers who are actively enrolled and are more than one year from their revalidation due date will be expired.

**All enrollment documents require an *electronic signature from the provider or owner*.** As part of the DocuSign signature process, the signer will be required to upload an image of their state issued license (front and back) and include a liveness video for validation (excluding associated providers). Please refer to [Web Announcement 3632](#) for details.

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- [Resources](#)
- [Training Opportunities](#)
- [News and Updates](#)

[User Guides](#)

Notifications

Provider Flex is now LIVE for all provider types!  
For information and training opportunities on this exciting new enrollment tool, please visit our [Provider Flex](#) page

[Multi-Factor Authentication Frequently Asked Questions](#)

[Known System Issues-Click HERE](#)

Top 10 Claim Denial Reasons and Resolutions/Workarounds for September 2025 Professional Claims. See [Web Announcement 3745](#).

Top Prior Authorization Denial Reasons for the Second Quarter of 2025. See [Web Announcement 3712](#).

Attention Providers Using the Authorization Criteria Function: Results that return prior authorization (PA) requirements are accurate. For results that return "There are no records found based on the search criteria," there may be a PA requirement if limits have been exceeded. To verify PA requirements, please refer to the Medicaid Services Manual (MSM) Chapter for your service type at [dhcfp.nv.gov](#) and the Billing Guide for your provider type at [www.medicaid.nv.gov](#).

Provider Links

[DHCFP EVV](#)

[Billing Information](#)

[Forms](#)

[Provider Enrollment](#)

[Provider Newsletters](#)

[Provider Training](#)

<https://www.medicaid.nv.gov/>



# Who to Contact

## Gainwell Provider Training:

[NevadaProviderTraining@gainwelltechnologies.com](mailto:NevadaProviderTraining@gainwelltechnologies.com)

-To register for trainings, field representatives

## Gainwell Technologies Contact Center:

(877) 638-3472

- Provider questions regarding enrollment with NV Medicaid

## Helpful Links:

<https://nvha.nv.gov/>

<https://www.medicaid.nv.gov/>

[providerenrollment@nvha.nv.gov/](mailto:providerenrollment@nvha.nv.gov)

<https://nppes.cms.hhs.gov/#/>



# Questions?

