



**Nevada Medicaid and Nevada Check Up
Multi-Factor Authentication
Frequently Asked Questions (FAQ)**

Question	Answer
What is Multi-Factor Authentication (MFA)?	Multi-Factor Authentication is an additional layer of security used to verify your identity when accessing the Provider Web Portal (PWP) and Pre-Admission Screening Resident Review (PASRR). Once MFA is implemented, login will require your username and password, along with a second form of verification, which will be a code provided via your chosen MFA method.
Why is Nevada implementing MFA?	Nevada is implementing MFA to enhance the information security for Nevada Medicaid Providers and members. MFA will also help minimize the risk of security breaches.
Is enrolling in MFA optional?	No.
Who is required to use MFA?	Everyone accessing the PWP and PASRR is required to enroll in MFA. This includes all providers and delegates.
When will MFA be implemented?	It will be implemented in January 2025.
How does MFA benefit you?	MFA provides stronger protection against unauthorized access to your accounts. Please refer to Web Announcement 3415 for additional information.
How do I enroll in MFA?	After MFA is implemented, when you log in to the PWP or PASRR for the first time you will be prompted to select the factor method you prefer for authentication. Once enrolled, you will receive an authentication code to complete the login process.
I am getting an “undefined user” or “unexpected error” message when trying to enroll in MFA, what can I do?	<ul style="list-style-type: none"> • Clear ALL browsing history, exit the browser, and then relaunch it and attempt to log in. • Try the same steps in a different browser. • Manually enter your username and password. Do not copy and paste. • Reset the password and log in again.
What factor methods will be available?	<ul style="list-style-type: none"> • Application on your mobile phone (Okta Verify or Google Authenticator): This is the most secure option. • SMS (text message): Receive a text message on your mobile phone. • Voice call: Receive a call on a land line or mobile phone. (Must be a direct line.)
What devices are supported?	<ul style="list-style-type: none"> • For the mobile application, any device that can download Okta Verify or Google Authenticator is supported. • For SMS, any device capable of receiving text messages is supported. • For Voice Call, any telephone device with a direct line is supported.
If I already use Okta Verify or Google Authenticator on my mobile phone, do I need to reinstall?	No, you can use your current setup, but you need to add an entry with information provided at the time of enrollment.
Will I need to authenticate with MFA every time I log in?	Yes, every time you log in to the PWP or PASRR, you will need to authenticate with a new MFA code.
What if I lose my mobile phone?	You can update your factor method through the Electronic Verification System (EVS) at any time. Please refer to EVS User Manual Chapter 1 for more information.



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What happens if I don't receive my code?	You can request a new code after 30 seconds. If it is the first time you are attempting to log in after enrolling, there may have been a typo when registering your number, and you will need to re-enroll (SMS or Voice call only).
How long will the code I receive be valid?	5 Minutes.
What if I work in an area where the mobile signal is weak?	The best option is to enroll using Voice Call as the factor method. This will allow you to register a direct land line (desk phone) to receive your authentication code.
Who should I contact if I need help or have questions?	Contact the Gainwell Customer Service Center at (877) 638-3472.
Where can I go for training material?	The Division of Health Care Financing and Policy (DHCFP) and its fiscal agent, Gainwell, will be sharing additional information as we get closer to implementation. Look out for new Web Announcements!