

## Table of Contents

1. Getting Started.....	2
1.1. System Requirements .....	2
Accessing the Provider Flex Enrollment Tool.....	2
1.2. Registration/Login.....	4
Sign In.....	4
Create an Account.....	5
1.3. Forgot User ID .....	8
1.4. Forgot Password .....	9
1.5. Expired Password .....	11
1.6. Failed Log in .....	11
1.7. My Account .....	12
1.8. Dashboard Overview.....	14
Provider Enrollment Booklet.....	14
Enrollment Checklist .....	15
FAQs .....	15
Contact Us.....	15
Logout .....	16
Applications list.....	16

# 1. Getting Started

Thank you for your interest in becoming a Nevada Medicaid and Nevada Check Up provider. The Nevada Medicaid and Nevada Check Up Provider Flex tool allows providers and their delegates to submit all required provider enrollment information using an online application. Provider Flex allows users to create an account to submit and track enrollment applications.

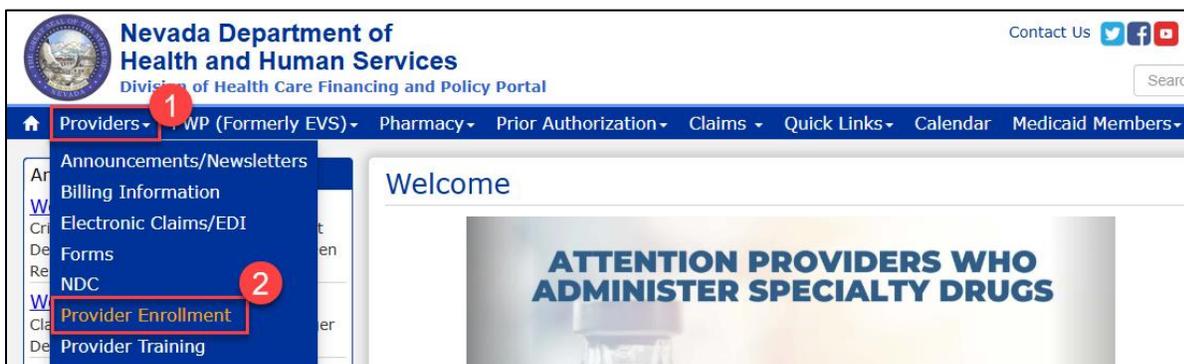
## 1.1. System Requirements

To access Provider Flex, users must have internet access and a computer. It is recommended to use a current version of one of the following web browsers: Mozilla Firefox, Google Chrome, Edge, or Safari.

### Accessing the Provider Flex Enrollment Tool

To access:

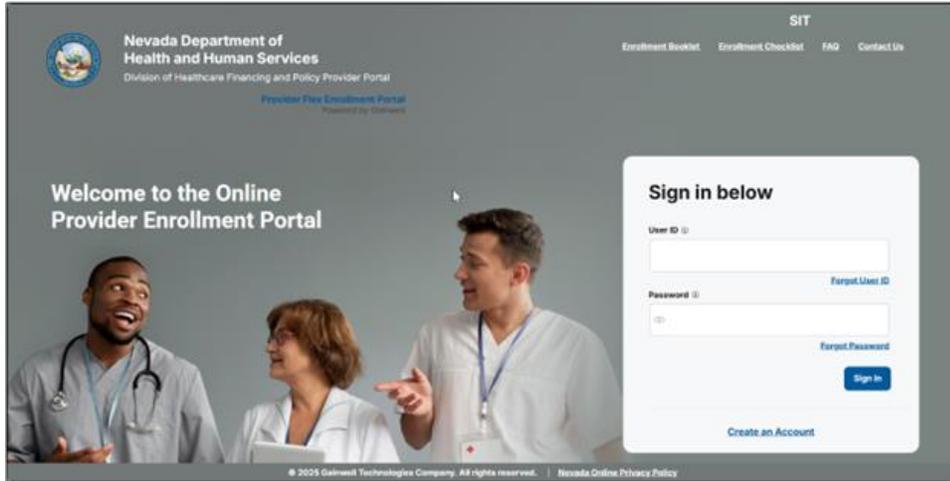
1. On the Nevada Medicaid and Nevada Check Up home page, [www.medicaid.nv.gov](http://www.medicaid.nv.gov), hover over the “Providers” tab.
2. Select the “Provider Enrollment” link. The Provider Enrollment page is displayed.



- If enrolling as one of the provider types live in Provider Flex, click the left box for Provider Flex Enrollment resources.

- Click the link at the top, <https://www.medicaid.nv.gov/hcp42/provider/Home/tabid/477/Default.aspx>, to access Provider Flex.

The Provider Flex sign in page opens as shown below. Users will Create an Account or Sign in with an existing User ID and password.



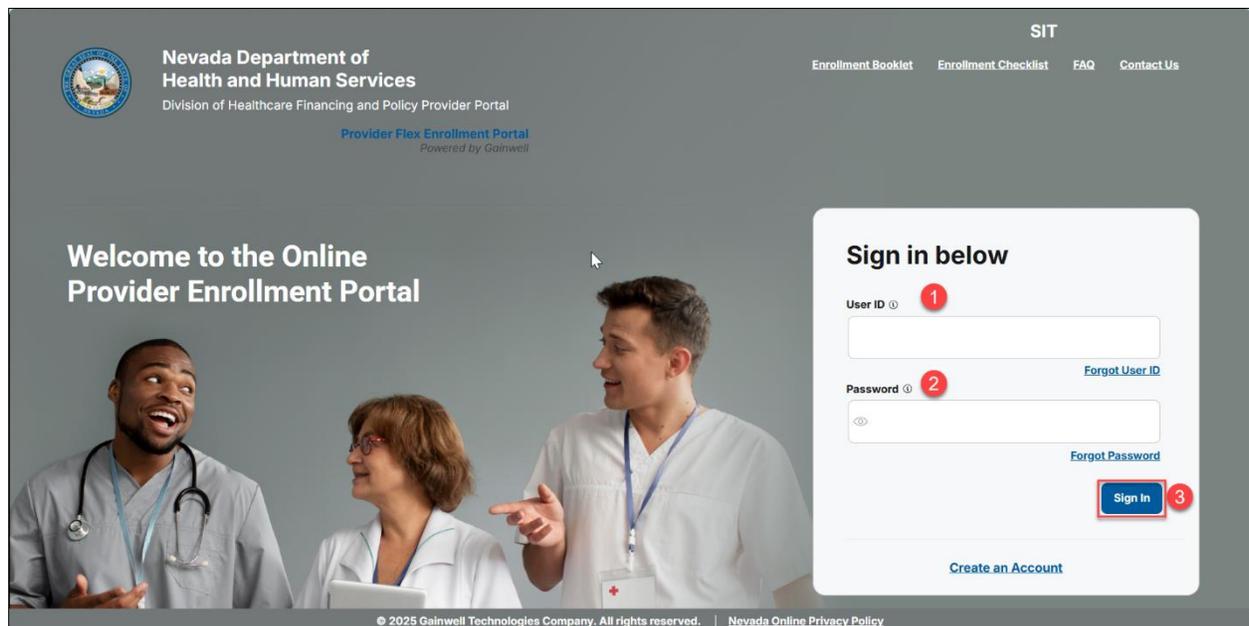
## 1.2. Registration/Login

### Sign In

Existing Provider Web Portal (PWP) Users:

Existing PWP User ID and passwords can be used to sign into the Provider Flex Portal.

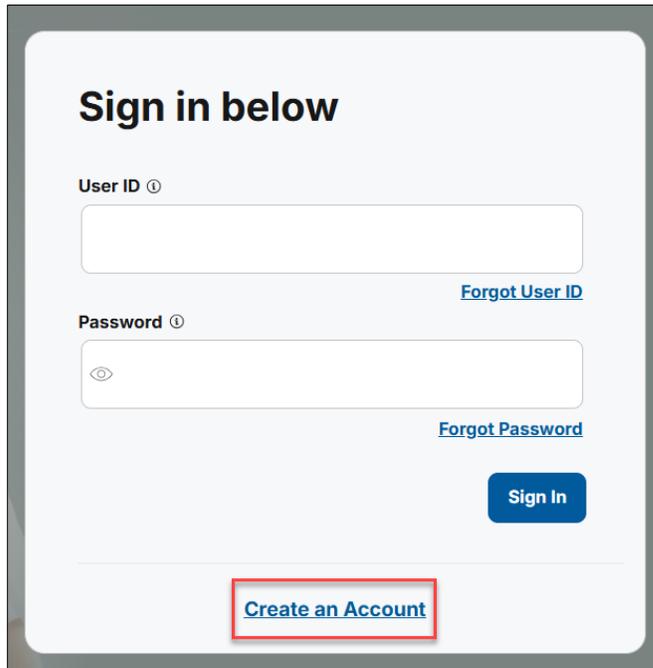
1. Enter the existing User ID and password.
2. Select "Sign In".



## Create an Account

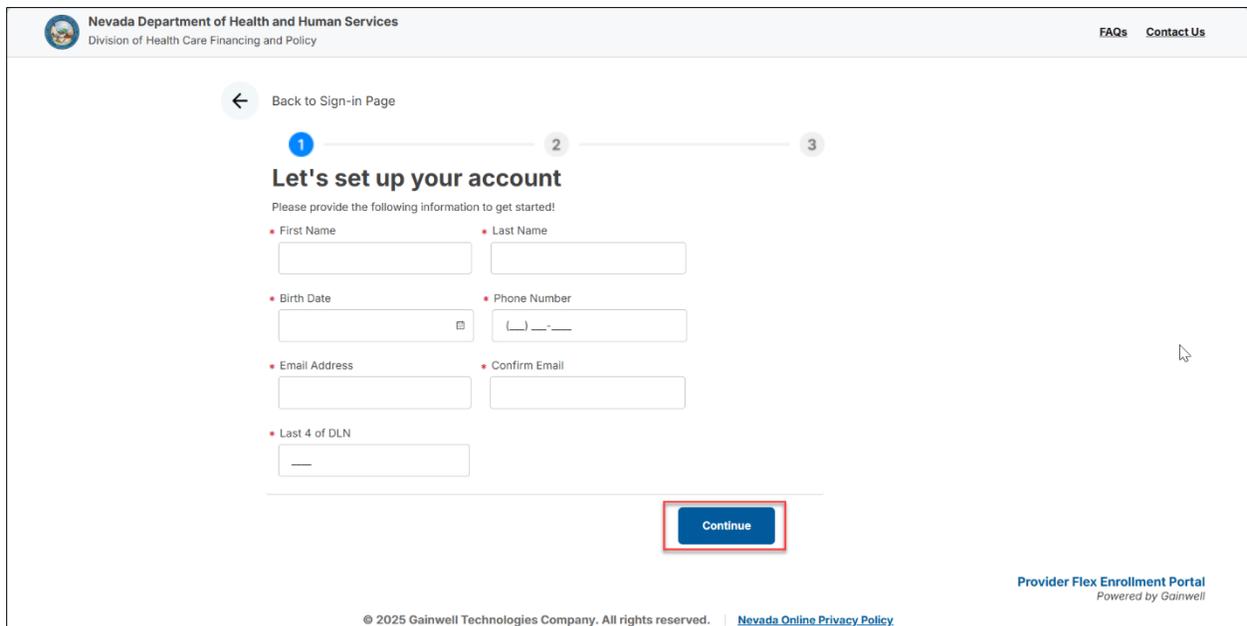
New Users:

If the user does not have an existing User ID, select “Create an Account” to register for Provider Flex Portal.



The image shows a sign-in form titled "Sign in below". It contains two input fields: "User ID" and "Password". Below the "User ID" field is a link "Forgot User ID". Below the "Password" field is a link "Forgot Password" and a "Sign In" button. At the bottom of the form, a link "Create an Account" is highlighted with a red rectangular box.

1. Enter provider information in the fields flagged with a red asterisk (\*) and select “Continue”.



The image shows a web page for account setup. The header includes the Nevada Department of Health and Human Services logo and text, along with "FAQs" and "Contact Us" links. A progress indicator shows three steps, with the first step "Let's set up your account" selected. Below the title, there is a prompt: "Please provide the following information to get started!". The form contains several fields, each with a red asterisk indicating it is required: "First Name", "Last Name", "Birth Date", "Phone Number", "Email Address", "Confirm Email", and "Last 4 of DLN". At the bottom of the form, a "Continue" button is highlighted with a red rectangular box. The footer includes copyright information for Gainwell Technologies Company and a link to the Nevada Online Privacy Policy, along with the text "Provider Flex Enrollment Portal Powered by Gainwell".

## 2. Create a User ID and Password.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

Back

1 2 3

### Add login information

Your password must be 8 to 20 characters in length, not be the same as your user ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non alphanumeric characters: `~!@#%&* _-+=`|\(){}[];'"<>.,?/`.

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. The Password must contain at least 1 character from three of the following categories below:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Nonalphanumeric characters: `~!@#%&* _-+=`|\(){}[];'"<>.,?/`
4. The Password cannot be the same as any of the previous 24 passwords.
5. The Password cannot be changed more than once in a 24-hour period.

Your user ID must be 8 to 20 characters in length and contain a minimum of 1 numeric digit, 1 letter, no spaces and none of the following special characters: `* /" [ < > + = ; ? @`.

• User ID

• Password  • Confirm Password

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. | [Nevada Online Privacy Policy](#)

Check User ID availability.

- If available, you will see a window appear stating the User ID is available.

• User ID

1 The user ID you selected is available.

• Password  • Confirm Password

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. | [Nevada Online Privacy Policy](#)

Create Password, Confirm Password and select "Continue".

- The password must be 8 to 20 characters in length, cannot be the same as your User ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non-alphanumeric characters: `: ~!@#%&* _-+=`|\(){}[];'"<>.,?/`.

3. Read the User Agreement and check the box to agree (1) with the terms and conditions shown and select "Submit" (2).

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us

← Back

1 2 3

### User Agreement

Please read through the agreement and accept!

**Access Policy**

This application and computer system are the property of Nevada Medicaid. The use of this system is for authorized users only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Users consent via utilization of this application or system to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of Nevada Medicaid and the Nevada Division of Health Care Financing and Policy (DHCFP).

The information transmitted, received and access through this website may include confidential information whose disclosure is governed by federal and or state law.

- Unauthorized use is prohibited;
- Usage may be subject to security testing and monitoring;
- Misuse is subject to criminal prosecution;
- No expectation of privacy except as otherwise provided by applicable privacy laws.
- Improper use of this application or system may result in disciplinary action, termination of employment and/or

By checking this box, you acknowledge that you have read and understood the User Agreement, and agree to the terms and conditions as described about the role which you will perform.

Agree  1

Submit 2

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. | Nevada Online Privacy Policy

A message will display to confirm the account has been successfully created. A confirmation email containing login information will be sent to the email address provided.

**NOTE:** Email notification is delivered within 30 minutes.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us

»»»

## You've successfully created an account!

Go to login

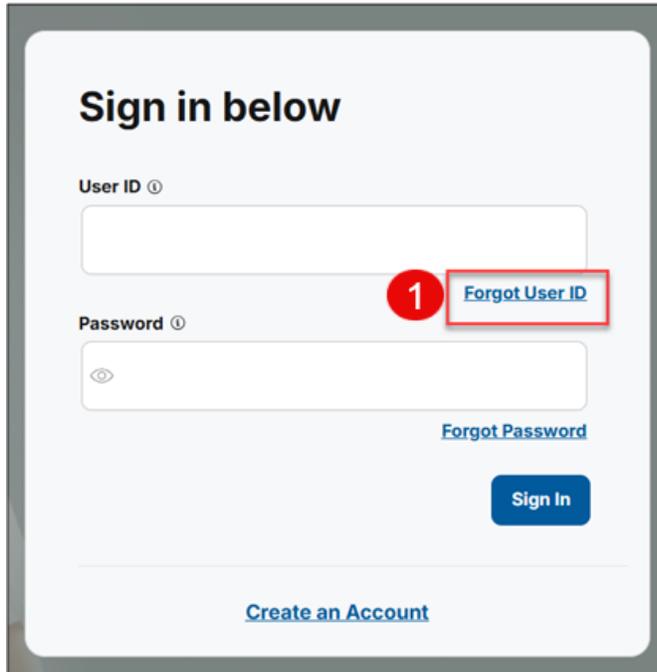
Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. | Nevada Online Privacy Policy

## 1.3. Forgot User ID

1. Select “Forgot User ID” to retrieve forgotten user ID.

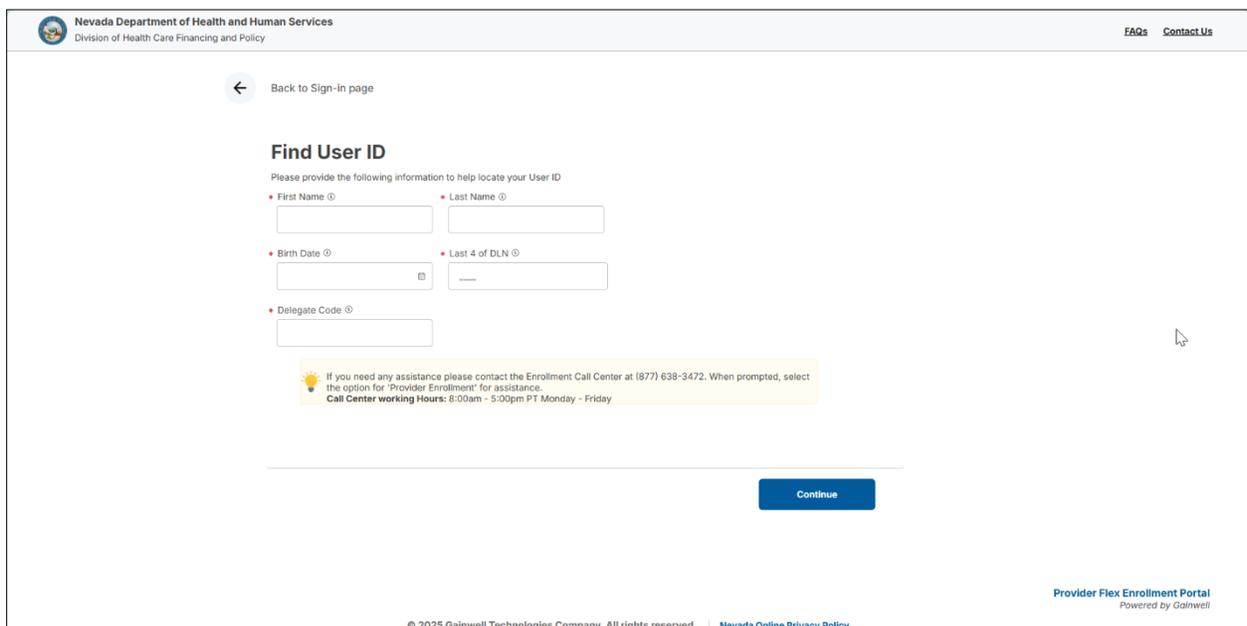
**NOTE:** For Provider/Admin accounts created in the PWP Portal, the User ID can only be retrieved through the PWP Portal.



The screenshot shows a sign-in form with the following elements:

- Header: "Sign in below"
- Form fields: "User ID" and "Password" (with an eye icon for visibility).
- Links: "Forgot User ID" (highlighted with a red box and a red circle with the number 1), "Forgot Password", and "Create an Account".
- Button: "Sign In"

2. Enter the required information to retrieve the User ID. The information entered must match what is currently on file. If a match is found, an email is sent to the email address associated with the profile containing a temporary password that must be reset upon successful login.

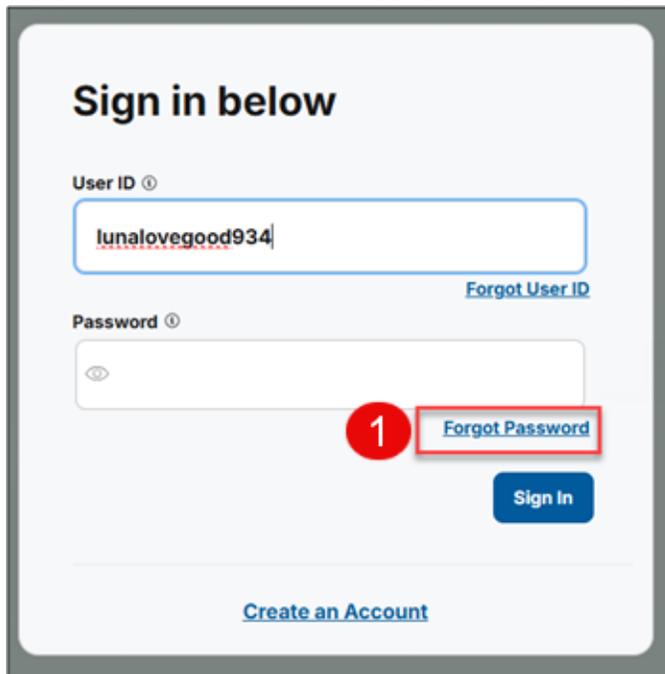


The screenshot shows the "Find User ID" form in the Nevada Department of Health and Human Services portal. The form includes the following elements:

- Header: "Nevada Department of Health and Human Services" and "Division of Health Care Financing and Policy".
- Navigation: "Back to Sign-in page" link.
- Section: "Find User ID" with the instruction: "Please provide the following information to help locate your User ID".
- Form fields: "First Name", "Last Name", "Birth Date", "Last 4 of DLN", and "Delegate Code".
- Help text: "If you need any assistance please contact the Enrollment Call Center at (877) 638-3472. When prompted, select the option for 'Provider Enrollment' for assistance. Call Center working Hours: 8:00am - 5:00pm PT Monday - Friday".
- Button: "Continue"
- Footer: "Provider Flex Enrollment Portal Powered by Gainwell" and "© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy".

## 1.4. Forgot Password

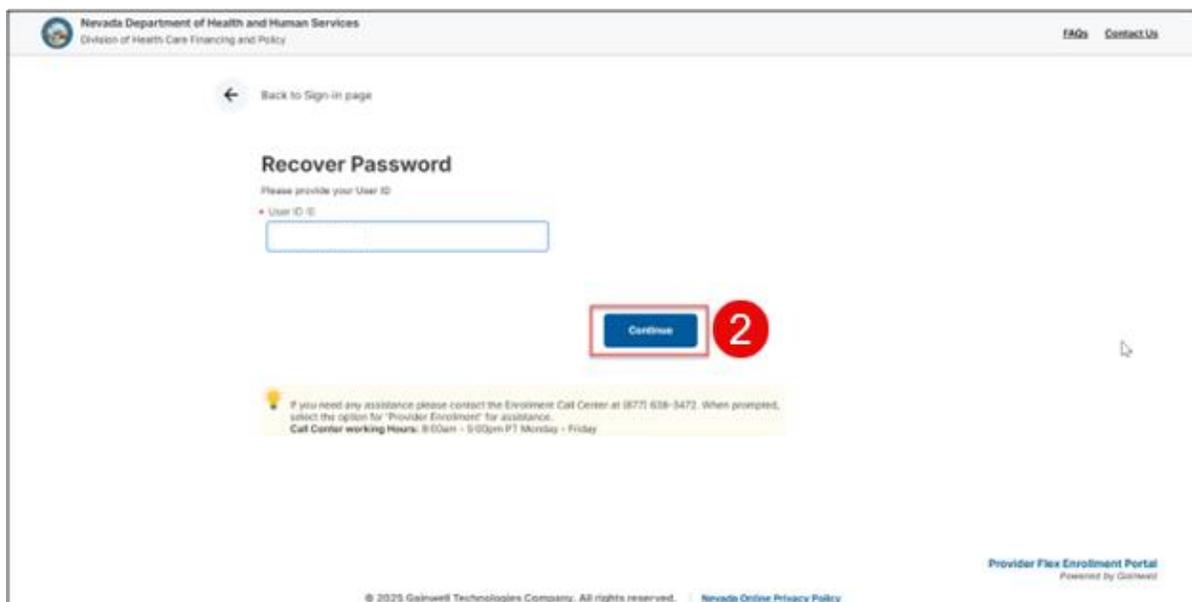
1. Select the “Forgot Password” link to reset the password.



The screenshot shows a sign-in form with the following elements:

- Sign in below** (Section Header)
- User ID** (Label) with a help icon (i)
- (User ID input field)
- [Forgot User ID](#) (Link)
- Password** (Label) with a help icon (i)
 (Password input field)- 1** (Red circle annotation) next to the [Forgot Password](#) link
- [Forgot Password](#) (Link)
- (Sign In button)
- [Create an Account](#) (Link)

2. Enter User ID and select “Continue”.



The screenshot shows the Recover Password page with the following elements:

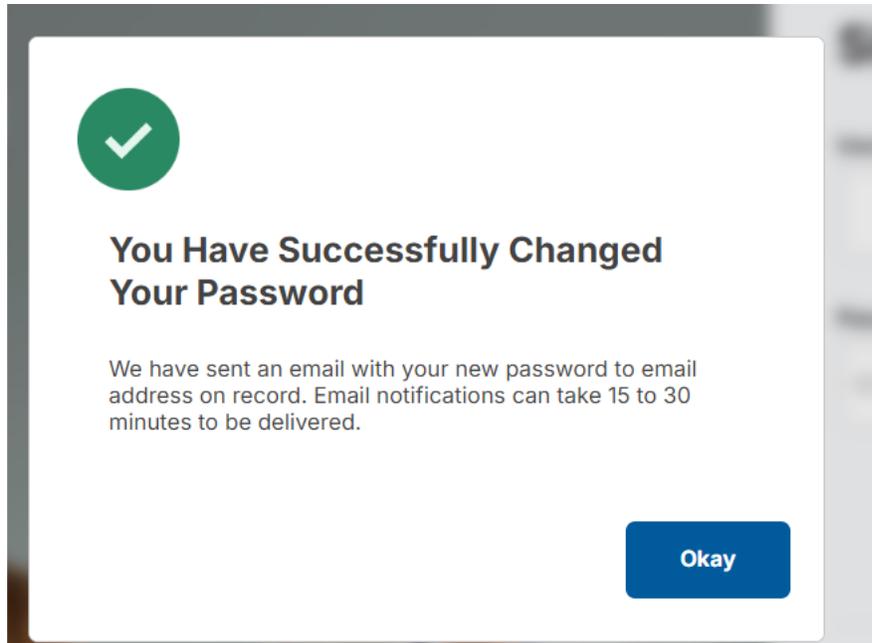
- Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy (Page Header)
- FAQs Contact Us (Page Header)
- [← Back to Sign-in page](#) (Link)
- Recover Password** (Section Header)
- Please provide your User ID (Text)
- User ID (Label) with a help icon (i)
 (User ID input field)- (Continue button)
- 2** (Red circle annotation) next to the Continue button
- If you need any assistance please contact the Enrollment Call Center at 877-638-3472. When prompted, select the option for "Provider Enrollment" for assistance.  
Call Center working Hours: 8:00am - 5:00pm PT Monday - Friday (Text)
- Provider Flex Enrollment Portal  
Powered by Gainwell (Page Footer)
- © 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy (Page Footer)

**NOTE:** An email notification will be sent to the email account on file with a temporary password within 15 to 30 minutes.

3. Return to the sign-in page to log in with the temporary password provided.
  - Once logged in, the user will be prompted to update the password.

**NOTE:** The temporary password is the Current Password.

The User will receive a pop-up message confirming the password change and can proceed to log-in with the updated information.

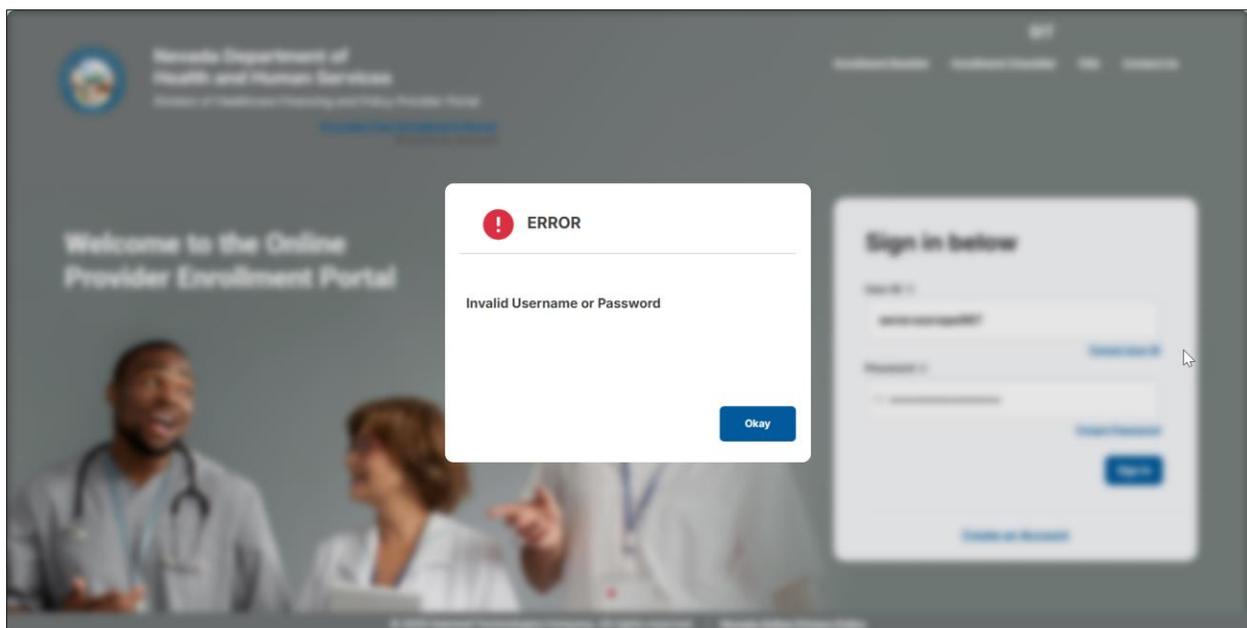
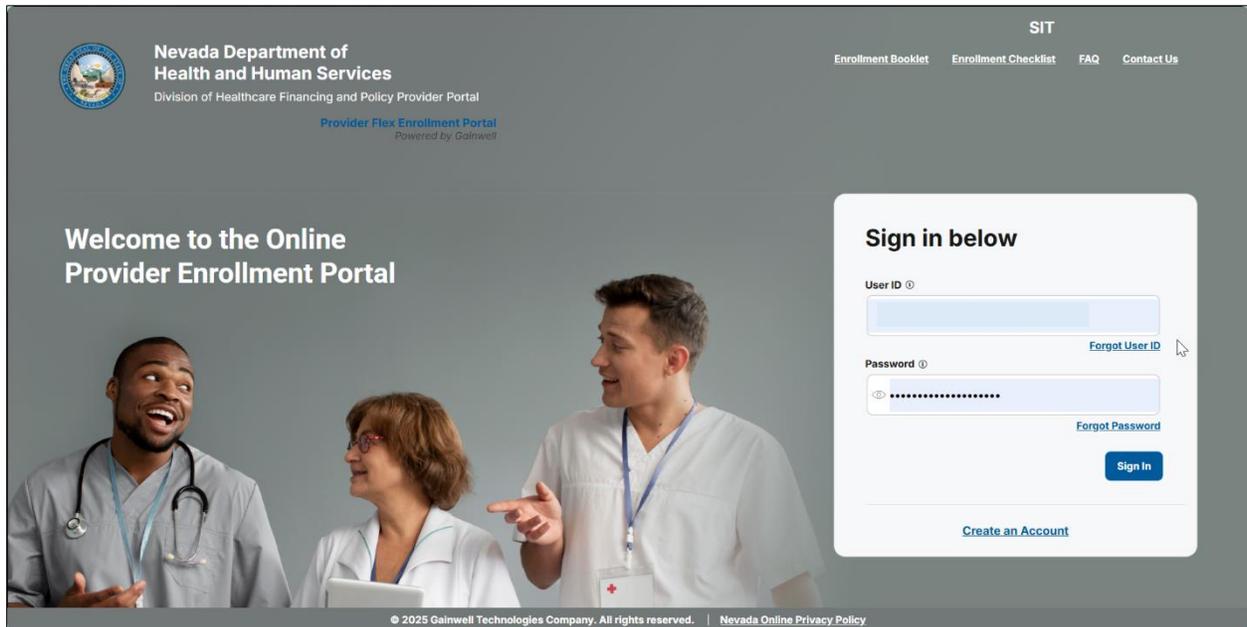


## 1.5. Expired Password

Once registered, passwords will expire every 60 days. Users will see a Password Expiration notification. Updating the password in Provider Flex will also update login information for the PWP, if applicable.

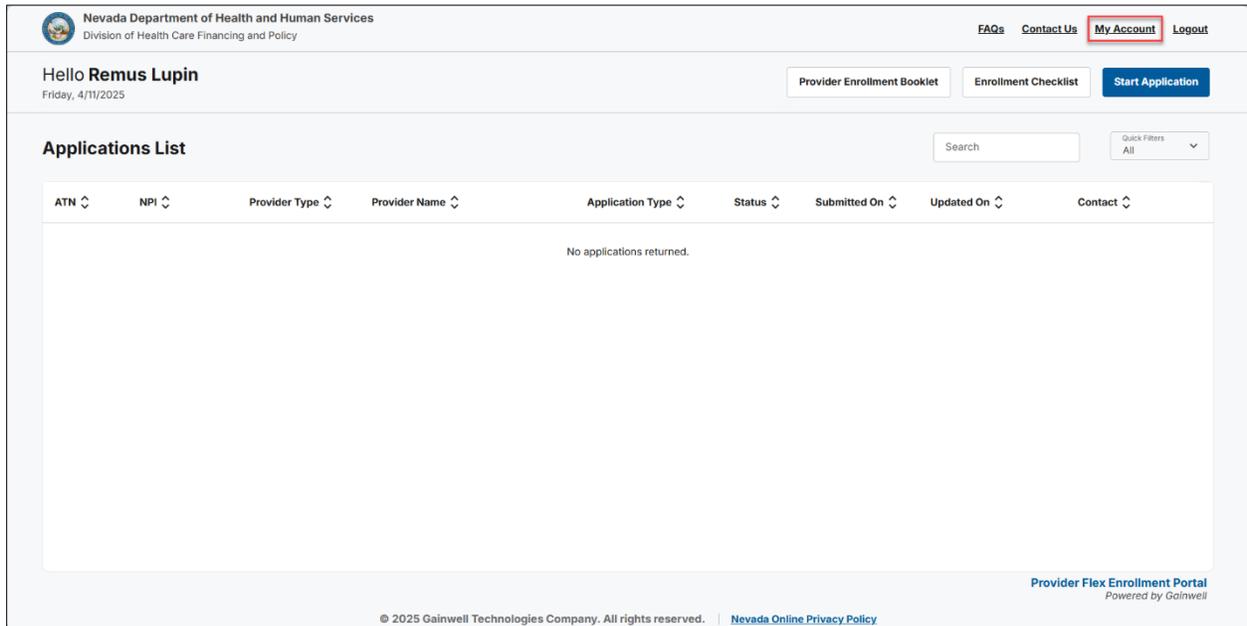
## 1.6. Failed Log in

If an invalid User ID and/or password combination is entered, an error message will display. After three failed attempts, the account will be locked for 20 minutes.



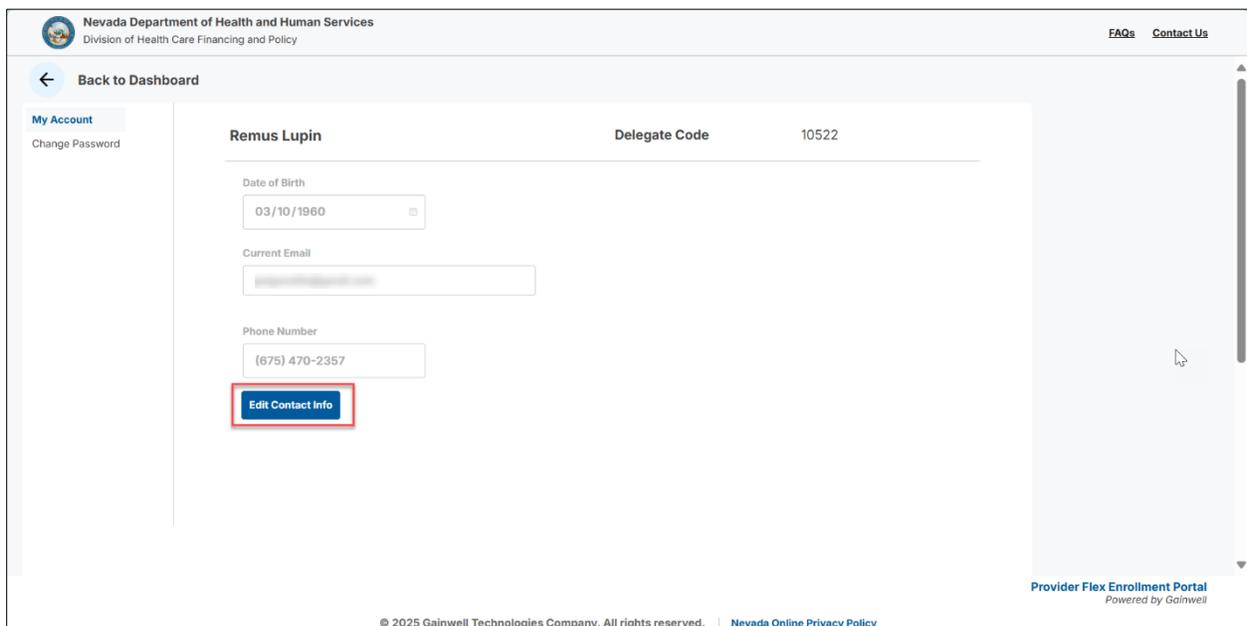
## 1.7. My Account

Select the “My Account” hyperlink to view user demographic information.



The screenshot shows the top navigation bar with the Nevada Department of Health and Human Services logo and links for FAQs, Contact Us, My Account (highlighted with a red box), and Logout. Below the navigation bar, the user is greeted as "Hello Remus Lupin" on Friday, 4/11/2025. There are three buttons: "Provider Enrollment Booklet", "Enrollment Checklist", and "Start Application". The main content area is titled "Applications List" and contains a search bar and a "Quick Filters" dropdown menu. Below this is a table with columns: ATN, NPI, Provider Type, Provider Name, Application Type, Status, Submitted On, Updated On, and Contact. The table is currently empty, displaying "No applications returned." At the bottom right, it says "Provider Flex Enrollment Portal Powered by Gainwell".

The My Account page displays the Name, Delegate Code, Date of Birth, Email Address and Phone Number used to create the account. The Phone Number and Email Address may be updated by selecting “Edit Contact Info”.



The screenshot shows the "My Account" page with a "Back to Dashboard" link. The user's name "Remus Lupin" and "Delegate Code" "10522" are displayed. Below this, there are three input fields: "Date of Birth" (03/10/1960), "Current Email" (redacted), and "Phone Number" ((675) 470-2357). A blue button labeled "Edit Contact Info" is highlighted with a red box. At the bottom right, it says "Provider Flex Enrollment Portal Powered by Gainwell".

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us

← Back to Dashboard

My Account  
Change Password

Remus Lupin Delegate Code 10522

Date of Birth  
03/10/1960

Current Email

New Email

Confirm Email

Phone Number  
(675) 470-2357

Submit Cancel

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy

**NOTE:** Updating contact information in the Provider Flex tool will not update the information currently on file with Nevada Medicaid and Nevada Check Up.

To update provider enrollment information, complete an Update or Demographic Update through the PWP.

To change the password, select “Change Password”.

1. Enter Current Password.
2. Enter New Password.
3. Confirm New Password.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us

← Back to Dashboard

My Account  
**Change Password**

Remus Lupin Delegate Code 10522

Your password must be 8 to 20 characters in length, not be the same as your user ID or contain the user's first or last name, and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter and non alphanumeric characters: ~!@#%&\*+\_-+\*{000};" '<>,/?

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. The Password must contain at least 1 character from three of the following categories below:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Nonalphanumeric characters: ~!@#%&\*+\_-+\*{000};" '<>,/?
4. The Password cannot be the same as any of the previous 24 passwords.
5. The Password cannot be changed more than once in a 24-hour period.

Your user id must be 8 to 20 characters in length and contain a minimum of 1 numeric digit, 1 letter, no spaces and none of the following special characters: \* / ] < > + ; ? @ .

1 Current Password

2 New Password

3 Confirm New Password

Submit Cancel

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy



Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Remus Lupin  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
No applications returned.								

## Enrollment Checklist

Enrollment Checklist- Includes all required enrollment information specific to provider type/specialty.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Remus Lupin  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
No applications returned.								

## FAQs

FAQs - Frequently Asked Questions for Provider Flex

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Remus Lupin  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
No applications returned.								

## Contact Us

Contact Us

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Remus Lupin  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
No applications returned.								

# Logout

## Log out of Provider Flex

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account **Logout**

Hello Remus Lupin  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

### Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
No applications returned.								

## Applications list

The Applications List will display a list of all applications that are associated with the User ID. Completed applications will only appear if the finalization date is within the last 365 days.

### Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
112864	1972380921	20	1 EMILY WAY OPKO LLC	NEW	Incomplete		04/11/2025	
112338	1972380921	20	Family Orthopedics	NEW	Incomplete		04/11/2025	Harper Leigh

Applications can be sorted by any of the column headers.

### Applications List

Search Quick Filters All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
103675	1144593815	24		NEW	Incomplete		03/03/2025	
103869	1225103229	36		NEW	Withdrawn		02/20/2025	
103918		22		NEW	Incomplete		12/24/2024	Misses Training
103938	1144593815	20		NEW	Incomplete		12/26/2024	
103947		22		NEW	Incomplete		12/26/2024	Ms. Nevada Training
104083	1740264852	20	MARY MILLER MARY MILLER	NEW	Incomplete		03/13/2025	Nevada Training
104200	1144593815	24	SIXTEEN STREET COMMUNITY HEALTH CENTER	NEW	Incomplete		02/25/2025	
104243	1184708521	20	TERRY ALLEN MD & SCOTT FORREST MD PLLC	NEW	Incomplete		03/13/2025	
104244	1225103229	20	SCOTT FORREST	NEW	Withdrawn		01/09/2025	Rosanne Arvizu
104245	1831220714	11	INOVA HEALTH CARE SERVICES	NEW	Incomplete		02/21/2025	

Provider Flex Enrollment Portal  
Powered by Gainwell

© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy

The Search box may be used to search for an application by ATN or by any of the header titles displayed.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Misses Training  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Search: Harper Quick Filters: All

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
107480	1598708901	20	STEPHEN ANDRACKI	NEW	Incomplete	04/07/2025	04/07/2025	Harper Leigh
112338	1972380921	20	Family Orthopedics	NEW	Incomplete	04/11/2025	04/11/2025	Harper Leigh

© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy

Provider Flex Enrollment Portal  
Powered by Gainwell

The Quick Filter menu will allow the user to filter by All, Active, or Finalized applications.

Applications List

Search

Quick Filters: All

Select

- All
- Active
- Finalized

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
103675	1144593815	24		NEW	Incomplete		03/03/2025	
103869	1225102229	36		NEW	Withdrawn		02/20/2025	

### Resume Application

To resume an application, select the row from the application list. A pop-up window will appear. Select "Open" to resume the application.

Nevada Department of Health and Human Services  
Division of Health Care Financing and Policy

FAQs Contact Us My Account Logout

Hello Misses Training  
Friday, 4/11/2025

Provider Enrollment Booklet Enrollment Checklist Start Application

Search

Quick Filters: All

Select

- All
- Active
- Finalized

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
103675	1144593815	24		NEW	Incomplete		03/03/2025	
103869	1225102229	36		NEW	Withdrawn		02/20/2025	

ATN: 112338  
Provider Name: Family Orthopedics  
Status: Incomplete  
Application Type: NEW  
Provider Type: 20

Cancel Withdraw Open

© 2025 Gainwell Technologies Company. All rights reserved. Nevada Online Privacy Policy

Provider Flex Enrollment Portal  
Powered by Gainwell

The application will open to the Provider Information page for the user to resume the application.

**Provider Information**  
Enter Tax Information

\* Federal Tax ID ⓘ  
19-9999998

\* Please upload Documentation showing Taxpayer Identification Number (SS-4 or CP575 or W-9)  
CP575.pdf Documentation showing Taxpayer Identifica... Remove

\* Requested Enrollment Effective Date ⓘ  
04/01/2025

\* Are you enrolled in Medicare?  
 Yes  No

Enter Provider Legal Name

The provider name displayed has been populated based on the information currently on file with National Plan & Provider Enumeration System (NPPES) for the enrolling NPI. If the name shown is incorrect, please verify the NPI entered belongs to the enrolling provider. If the NPI is correct and provider name differs, please update below. Provider Legal Name must match the information on file with the IRS for the FEIN entered in the Provider Information section.

Previous Save & Finish Later Next

Provider Flex Enrollment Portal  
Powered by Gainwell

13 of 14 Completed

© 2025 Gainwell Technologies Company. All rights reserved. | Nevada Online Privacy Policy

### Withdraw

An application may only be withdrawn from an Incomplete status. Once an application has been withdrawn, it can no longer be used for enrollment with the Nevada Medicaid and Nevada Check programs. **This action is final and cannot be undone.**

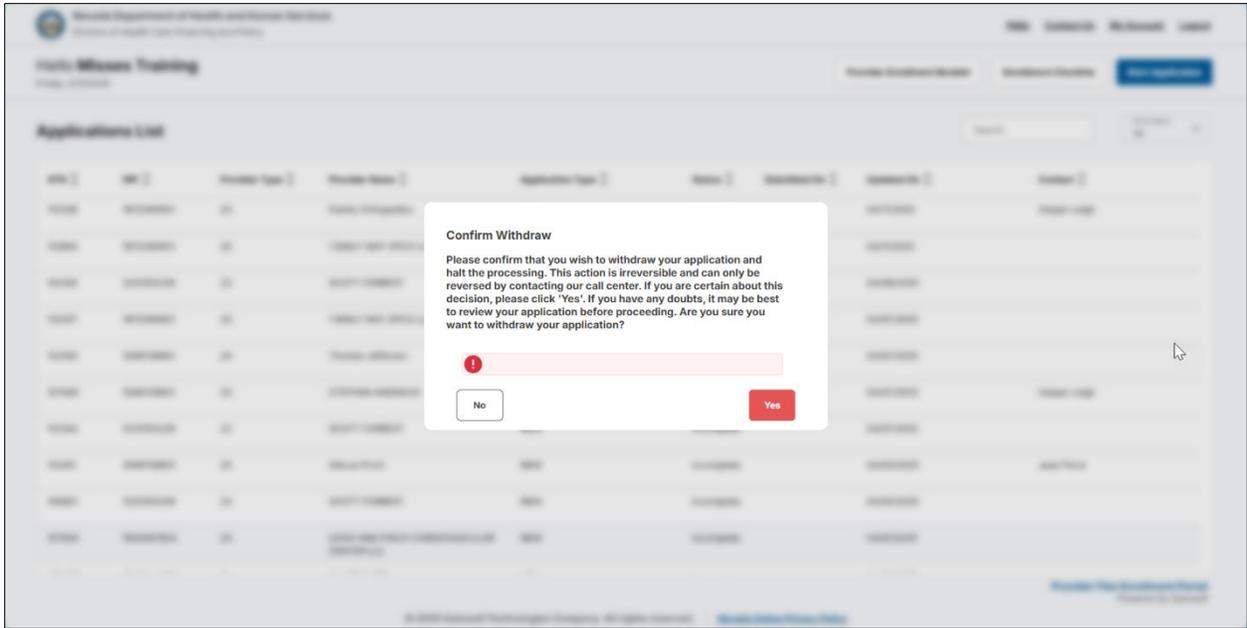
To withdraw an incomplete application, select the row from the applications list. A pop-up window will appear, select “Withdraw”.

**Applications List**

ID	ATN	Provider Type	Provider Name	Application Type	Status	Submission Date	Submission Time
112338	112338	20	Family Orthopedics	NEW	Incomplete	04/01/2025	10:00:00

ATN: 112338  
Provider Name: Family Orthopedics  
Status: Incomplete  
Application Type: NEW  
Provider Type: 20

Cancel Withdraw Open



The application will appear in the applications list with the status of Withdrawn.

ATN	NPI	Provider Type	Provider Name	Application Type	Status	Submitted On	Updated On	Contact
107582	1659387934	20	NEVADA HEART AND VASCULAR CENTER RESH LLP	NEW	Withdrawn		03/10/2025	