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Provider Flex Frequently Asked Questions (FAQ)

Contents

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What is Provider Flex?

Provider Flex is an online provider enrollment tool for Nevada Medicaid providers to initiate a new provider or service location, change ownership, or re-enroll with Nevada Medicaid. Provider Flex will replace the Online Provider Enrollment (OPE) tool. Revalidations and updates should be initiated through the Provider Web Portal (formerly EVS).

When will I be able to use it?

Provider Flex will be implemented in phases.

- Group 1 (PT 24, 72, 74, 77) Go- Live: April 22, 2025
- Group 2 (PT 20) Go- Live: May 13, 2025
- Group 3 (PT 14, 82) Go- Live: June 17, 2025
- Group 4 (All other providers) Go- Live: July 8, 2025

How will I know when I can access Provider Flex?

Provider Flex will be implemented in phases. You will receive an email once you are able to access it. Additionally, you will be directed to Provider Flex if you attempt to revalidate/update an application.

Why is Provider Flex being implemented?

Provider Flex will assist Nevada Medicaid providers in various tasks to improve and streamline the enrollment application process. Please review the Provider Flex webpage located on the Nevada Medicaid website for more information.

What are the benefits of Provider Flex?

Provider Flex will offer numerous benefits, including a streamlined attachment process, integrated checklists, a convenient dashboard, integrated DocuSign, and more. Please review the Provider Flex webpage located on the Nevada Medicaid website for more information.

Will there be training on how to use Provider Flex?

Yes! Training will be available beginning April 7, 2025. Please keep an eye out for training web announcements and check out the learning management system to register once you are provided access to Provider Flex. Additionally, subscribe to the Nevada Medicaid YouTube channel to receive notifications when Provider Flex YouTube videos are published.

Individuals may attend as many training sessions as they would like, though you do not need to attend more than one session.

How will I access Provider Flex?

Once Provider Flex is fully implemented, you will be able to access it from the Provider Enrollment page or the Provider Flex webpage on the Nevada Medicaid Website. If you have an existing account in the Provider Web Portal (formerly EVS), you may log in to Provider Flex using those credentials.

How will I know which tool (existing OPE or Provider Flex) I should be accessing?

Provider Flex will be implemented as a phased roll out. After your phased implementation, the OPE will automatically redirect you to Provider Flex.

Will I need to re-enroll with Provider Flex even if my status is current?

No. Provider Flex will not affect the status of your current enrollment. You will not need to re-enroll.

I just submitted my enrollment application. Will I need to resubmit it through Provider Flex?

No. For applications that were submitted through OPE but have not yet been finalized, you will continue to resume and make corrections in the existing applications. Applications that have been initiated in OPE but are not complete within 30 days of the provider type's Provider Flex implementation date will be expired. At this time, a new application will need to be initiated in Provider Flex.

Will the enrollment checklists remain the same?

Some checklists will be integrated into Provider Flex while others will be updated to become an effective guide to assist all providers in the preparation and implementation of their application. Please ensure that you review and access all checklists from the Nevada Medicaid website or Provider Flex when you enroll.

What if I started my application in the current OPE and didn't finish?

You may continue to access your application in the current OPE tool for up to 30 days from the phased implementation date. Applications that have been initiated in OPE but are not complete within 30 days of the provider type's Provider Flex implementation date will be expired. At this time, a new application will need to be initiated in Provider Flex.

Will I be able to re-access the application during or after completion?

Yes. Provider Flex will automatically save your application as you work, and you may continue a saved application later. You may also review applications on your dashboard which have been finalized within the last 365 days.

What if I forget my password to Provider Flex?

If you have forgotten your user password, Provider Flex will allow you to reset your password within the tool.

Who will use Provider Flex?

Once Provider Flex is fully implemented in mid-2025, all Nevada Medicaid providers will use the tool to submit applications, revalidate, and update. Provider Flex will be implemented as a phased roll out, meaning some provider types will access it before others.

What if I have questions or need additional help?

You can call the Contact Center at (877) 638-3472.

The following questions have been captured in our Provider Flex training sessions. Questions marked with an asterisk (*) are newly added for the current week.

Will I be able to see the status of all applications submitted for my provider/organization?

If you are logged in as a Delegate, the dashboard view will only reflect applications initiated by the user. Users that are logged in with a Provider or Administrator account will be able to view all applications initiated for that NPI but will only be able to resume applications that were created by that account.

If an error is identified in the application after I submit, can I reset the application?

Applications submitted through Provider Flex cannot be reset by the user.

How will I check recipient eligibility once Provider Flex goes live?

All recipient eligibility, claims, prior authorizations, and other existing Provider Web Portal (PWP) functions will continue to be accessed through the PWP.

What effective date is used for my application?

New enrollments, re-enrollments, and change of ownership (CHOW) applications will be based on the requested effective date listed on the enrollment application.

Revalidation applications will automatically be based on the revalidation due date to prevent any gaps in coverage

Change/ Update applications will be effective on the date the application was submitted, unless a letter of explanation is attached to request a different date.

Please note that all timely filing guidelines and all enrollment requirements must be met on enrollment effective dates.

Will I be able to enroll all providers under one account, or will each NPI need a separate Provider Flex account?

Each user will obtain their own login to access Provider Flex. The new Dashboard layout will reflect all applications submitted by that user.

Will I still log in to the PWP to perform delegate functions?

Yes! All functionality within the PWP will not change. Users will still access the PWP for revalidations, updates, demographic updates, and other non- enrollment related tasks.

How will the application be sent via DocuSign?

Once the application is ready for electronic signatures, DocuSign will route the envelope to the email address of the person(s) that needs to sign. As each signature is completed, the tool will route to the next signer until the process is complete. The submitter will be able to track signature status through the Provider Flex dashboard.

Will all signatures be captured through DocuSign?

Yes! DocuSign will be used for all signatures in an enrollment application, including EFT, Associated Providers, and contracts.

What if there is a change to the enrollment checklist?

With Integrated Checklists, any changes to enrollment requirements will be made in the Provider Flex application as needed.

Will I still have to send license updates to the Provider Enrollment Unit?

Yes. When required, licenses will still be submitted as an Update via the PWP or e-mailed to nv.providerapps@gainwelltechnologies.com

Is there an option to opt out of DocuSign?

No, DocuSign will be in effect for all provider enrollment applications.

Will the enrollment requirements be changed with Provider Flex?

No, Provider Flex aims to make the enrollment process more convenient to use, but will not change the requirements that are documented in Medicaid policy as well as state and federal guidelines.

*Does Provider Flex have any enhanced surety, such as Multi-Factor Authentication (MFA)?

At this time, MFA is only set up in the Provider Web Portal (PWP). MFA will be implemented for Provider Flex in the future, please watch for web announcements with additional information.

*What type of verification will be required for DocuSign?

Providers linking to a group that are completing the Associated Providers List will be required to do an ID Verification with a government issued ID to verify their identity before accessing a DocuSign document.

Providers, Owners, Supervisors, or any other entity that is an eligible signer will be required to perform a Liveness Detection Verification to verify their identity before accessing a DocuSign document.

*As an Authorized User/Managing Employee, am I able to sign an enrollment on behalf of a provider?

No. For enhanced security, DocuSign documents may only be accessed and signed by the specified individual.