



**May 12, 2025**

## **Nevada Medicaid Web Announcement 3632**

### **Attention All Providers: DocuSign ID Verification**

In addition to the guidelines posted in [Web Announcement 3619](#), the Division of Health Care Financing and Policy (DHCFP), Nevada Medicaid, and Gainwell Technologies would like to remind providers of the DocuSign ID Verification process in place with Provider Flex.

- Individuals linking to a group who need to complete and sign an *Associated Providers List* will be required to upload a photo of a government issued ID to verify their identity before accessing their DocuSign document. For information on the ID Verification process, please refer to [DocuSign Support](#).
- Providers, Owners, Supervisors, or any other entity that is an eligible signer will be required to verify their identity using Liveness Detection before accessing a DocuSign document. Liveness Detection requires signers to upload a recording of the signer's face in addition to a photo of their government issued ID. For more information on the Liveness Detection process, please refer to [DocuSign Support](#).

Please ensure you have the following items before you start the verification process:

- A valid ID
- A mobile phone with a functional camera
- A browser that the partner in charge of verifying your ID supports. See the [supported devices and browsers](#) page for more information.

Here are some recommendations to improve the success of the identity verification:

- Ensure that the full name on the application matches the ID being uploaded; avoid using nicknames and preferred names
- Ensure that the ID is not expired
- Capture a clear photo, avoiding any blur or glare
- Have a stable internet connection
- Take photos and videos in a well-lit space