



**January 2, 2026**

**Nevada Medicaid Web Announcement 3807**

## **Attention All Providers: Required Information Related to Provider Web Portal (PWP) Administrative Account Reset Requests**

Nevada Medicaid and its fiscal agent, Gainwell Technologies, would like to inform all providers of the process and requirements related to requesting an administrative account reset in the Provider Web Portal (PWP).

If the administrator of a provider account within the PWP is unknown, has left the company, or no longer has control or knowledge of the account information, an administrative reset needs to be requested.

Please have the individual provider, authorized user, agent, managing employee, or owner who was listed during the application process send the below information to [nvmmis.edisupport@gainwelltechnologies.com](mailto:nvmmis.edisupport@gainwelltechnologies.com) to request a reset:

- Tax ID
- NPI
- Name associated with NPI
- User ID (If known)
- Previous administrator (if known)
- New administrator's first and last name
- New administrator's contact phone number and email address
- Reason for the request

Once this information is received and verified, Gainwell Technologies will contact the authorized individual directly via phone for verbal verification of the account reset request to ensure its authenticity and appropriateness, which includes obtaining a non-public validation factor including but not limited to:

- Most recent payment number
- Most recent payment amount
- Most recent Remittance Advice (RA) number
- Last 4 digits of an individual provider's Social Security Number (SSN)

Prior to requesting an administrative reset, there are self-service options available. The "Forgot Password?" and "Forgot User ID?" links are available on the sign in page for the [PWP](#). Please ensure that the account information is up to date including the phone number and email address on file. Account information can be updated via "My Profile" once signed in. Instructions can be found within the [PWP User Manual Chapter 1: Getting Started](#).