



Provider Flex Frequently Asked Questions (FAQ)

Contents

- Provider Flex Frequently Asked Questions (FAQ)..... 1
- What is Provider Flex?2
- When will I be able to use it?.....2
- How will I know when I can access Provider Flex?2
- Why is Provider Flex being implemented?2
- What are the benefits of Provider Flex?.....2
- Will there be training on how to use Provider Flex?2
- How will I access Provider Flex?.....2
- How will I know which portal (existing OPE or Provider Flex) I should be accessing?.....3
- Will I need to re-enroll with Provider Flex even if my status is current?3
- I just submitted my enrollment application. Will I need to resubmit it through Provider Flex?.....3
- Will the enrollment checklists remain the same?3
- What if I started my application in the current OPE and didn't finish?.....3
- Will I be able to re-access the application during or after completion?.....4
- What if I forget my password to Provider Flex?4
- Who will use Provider Flex?4
- What if I have questions or need additional help?.....4



What is Provider Flex?

Provider Flex is an online provider enrollment portal for Nevada Medicaid providers to enroll, revalidate, or update their applications with Nevada Medicaid. Provider Flex will replace the Online Provider Enrollment (OPE) portal.

When will I be able to use it?

Provider Flex will be implemented in phases. You will receive an email, and you will be redirected to the new portal based on your provider type when you enroll, revalidate, or update.

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 delivered in early 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.

How will I access Provider Flex?

Once Provider Flex is available to your provider type, you will be provided a link via email. 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 Electronic Verification System (EVS), you may log in to Provider Flex using those credentials.

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

Provider Flex will be implemented as a phased roll out. You will receive an email once you are able to access it. After your phased implementation, the OPE will automatically redirect you to Provider Flex. From there, you may import an application if you previously started your application in the OPE. Importing an application into Provider Flex will only be available temporarily.

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. Provider Flex will not affect the status of a submitted enrollment application. However, Provider Flex will allow you to import your existing application from the OPE if you need to continue it or make changes once your phased implementation has begun. Importing an application into Provider Flex will only be available temporarily.

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?

Once your implementation phase begins, you may continue an application you have started in the OPE, or you will be able to import your existing application from the OPE to continue it in Provider Flex. Importing an application into Provider Flex will only be available temporarily. After Provider Flex is fully implemented, all applications must be submitted 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?

Provider Flex will allow you to reset your password within the portal if you have forgotten it.

Who will use Provider Flex?

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

What if I have questions or need additional help?

You can contact the Gainwell Customer Service Call Center by calling (877) 638-3472.