May 12, 2025 (Updated June 2, 2025)

Nevada Medicaid Web Announcement 3632

Attention All Providers: DocuSign Identification (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, Managing Employees, or any other entity or individual who 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 be aware that DocuSign envelopes expire after 30 days. If your DocuSign envelope expires, you will need to contact Gainwell Technologies by calling (877) 638-3472 to have your application returned. You must then resubmit the application to allow the DocuSign process to be restarted. Gainwell Technologies recommends that you communicate the DocuSign tasks and expiration timeframe to the application signers. As an application submitter, please track application statuses, including the expiration date and status of each DocuSign envelope, on the Provider Flex Dashboard.

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

For additional information, visit our website at [Medicaid.nv.gov](#).