



August 25, 2025

Nevada Medicaid Web Announcement 3702

Attention All Providers: Multi-Factor Authentication (MFA) is Now Required to Access the Provider Flex Enrollment Tool

Effective August 25, 2025, all users must be enrolled in Multi-Factor Authentication (MFA) to access the Provider Flex Enrollment tool.

If you are already enrolled in MFA through the Provider Web Portal (PWP), you can use your existing MFA method to log into Provider Flex. Users who do not have existing PWP credentials will be prompted to register for MFA when logging in or registering for Provider Flex. Users who are not enrolled in MFA will be unable to access Provider Flex.

To ensure access to Provider Flex and minimize any disruptions, it is important to properly set up the MFA tool. Please be aware of and prepare for the following:

- MFA will require each user to register for their own Provider Flex account. MFA will be account-specific, and selected methods will apply to one user. For more information on the available methods, see [Web Announcement 3502](#).
- MFA methods may only be tied to a single phone number or application. For example, if a text message MFA method is chosen, the MFA must be associated with one number. This is to ensure account security and validate only one user per account.
- ***MFA will not allow multiple users to share the same account. If multiple users need to perform functions on behalf of one provider, each user should have a personal delegate account.***

Please review the following available training materials to prepare for MFA:

- [PWP User Manual, Chapter 1](#)
- Parts 1 and 2 of the Using the Provider Web Portal (PWP) video series on the [Nevada Medicaid YouTube channel](#)
- The MFA [frequently asked questions \(FAQ\)](#)

If you have any questions or require assistance, please call the Gainwell Technologies Contact Center at (877) 638-3472 from 8:00 a.m. to 5:00 p.m. Pacific Time Monday through Friday.