



January 24, 2025

Nevada Medicaid Web Announcement 3539

Attention All Providers: Multi-Factor Authentication Enrollment Issue

Some users are experiencing an “undefined user” or “unexpected” error when enrolling in Multi-Factor Authentication (MFA). To resolve these errors, please try the following solutions:

- Clear ALL browsing history, close the browser, and then relaunch and attempt to log in.
- Try the same steps in a different browser.
- Manually enter your username and password. **Do not copy and paste.**
- Reset your password and log in again.

This error will persist for a small group of users. The Division of Health Care Financing and Policy (DHCFP) and its fiscal agent, Gainwell Technologies, are aware of this issue and are working to fix it as soon as possible.