



February 18, 2026

Nevada Medicaid Web Announcement 3844

Instructions Updated for Resetting Provider Web Portal and Provider Flex Passwords

Effective February 17, 2026, to improve account security, passwords will no longer be sent through email to reset Provider Web Portal (PWP) or Provider Flex passwords. Instead, users will now be sent an email with a link to a secure page where they will verify their identity and then reset their password.

If a delegate does not know the name, birth date, last 4 of DLN, and/or delegate code that is on file under their PWP account, they need to contact their administrator to obtain this information.

Detailed instructions for resetting passwords have been updated in the [PWP User Manual Chapter 1: Getting Started](#) and the [Provider Flex User Guide: Getting Started](#). Please see the currently posted resources or contact the Gainwell Technologies Contact Center at (877) 638-3472 for assistance.