

Provider Service

A holistic programmatic care offering



The enrollment and management of providers by states must be precise and efficient to serve a state's patient population best. Additionally, there are ever-increasing challenges to support a growing trend of enrolled Medicaid providers, ensuring that states maintain a proficient and responsive provider network.

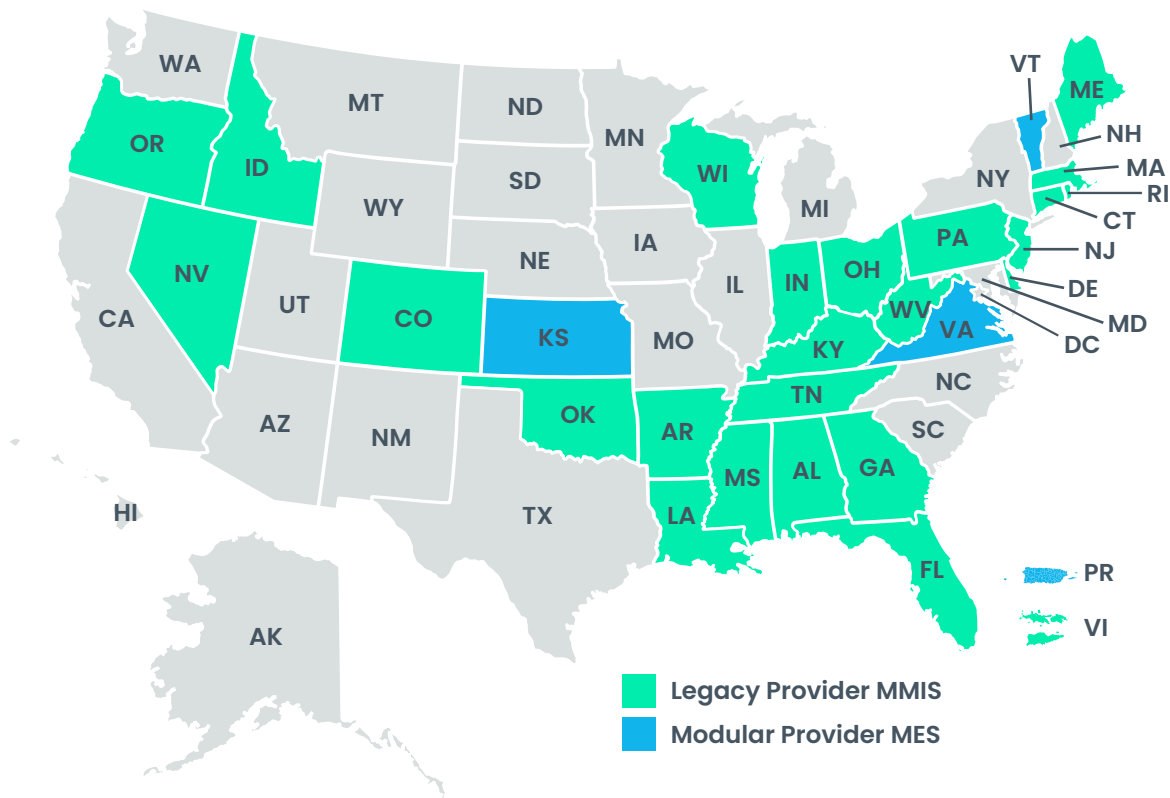
Gainwell's Provider Service facilitates accurate enrollment and maintenance of a diverse network of clinicians and supporting medical care providers. We facilitate accurate enrollment and maintenance of providers while meeting federal requirements. Decades of experience in the Medicaid industry make us uniquely qualified as the preferred partner in delivering quality healthcare while ensuring that we meet a state's need and CMS requirements.

Product Features	Client Benefits
Configurable online application	- Minimizes confusion, provider effort and incorrect submissions by displaying and requiring only the proper information for each provider type and specialty - Adjusts quickly for policy changes by configuring application settings and data lists rather than changing code
Workflow	- Automates enrollment screening and validation tasks to minimize staff efforts and speed up processing - Assigns and routes tasks to the proper staff at the appropriate time using multiple criteria to optimize processing and ensure steps are completed
Screening	- Automates monthly screening of exclusionary databases to ensure compliance - Streamlines annual updates by electronically querying and updating end-dates for licenses and IDs
Revalidation	- Reduces provider abrasion with a simple, pre-filled revalidation application facilitating continued eligibility - Offers the ability to utilize Medicare PECOS data to bypass the revalidation process entirely

NASPO Contract option – Recent changes

- Configurable workflows, routing, and work item alerts for staff, based on application content and age
- Provider Enrollment, Chain, and Ownership System (PECOS) data integration to leverage CMS site visits, background checks, and screenings
- Single application to enroll multiple service locations
- Information sharing with Managed Care Organizations
- Additional Enterprise Content Management and Payment Processor integrations
- Expanded data extracts for data warehouse use

Current Provider Implementations



Our client successes:

- Six Provider module offerings implemented since CMS modularity mandate in 2016, including full Provider modules and Screening as a Service
- Three full Provider Module CMS certifications, completed using MECT and SMC outcomes-based methods: Kansas, Vermont, and Puerto Rico

Observed efficiency improvements:

- Provider effort to complete the initial application reduced from roughly two hours to approximately 15 minutes
- Streamlined provider application and contracting by offering a single application across multiple Managed Care Organizations and Fee For Service
- Transitioning clients from paper to digital applications through an intuitive Provider Portal: For an entirely paper state converting to new online application, the average time to process a new provider application was decreased from nearly 100 to seven days

Enhancements to be delivered in 2022

Enroll and re-validate providers using PECOS	Simplifying enrollment in state Medicaid Programs for any provider enrolled in Medicare, using PECOS data
Mass Contract Updates	Mass updates to provider contracts
Bulk Roster Affiliation Updates for Groups	Roster submission for a group or facility is compared to existing affiliations in the system and respective rendering provider associations are added or removed
Provider Enrollment & Management Automation	Automating manual steps in the provider enrollment and management process, minimizing staff effort
Provider Enrollment User Enhancements	General improvements and enhancements to the Provider Enrollment offering and UI to enhance user experience

To learn more about our Provider Service, click [here](#).

Gainwell Technologies is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. With 50 years' proven experience, a reputation for service excellence and unparalleled industry expertise, we offer clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

