

Coordinate business activities across areas

interChange Healthcare Platform



Fully integrated, federally certified platform for healthcare administration

The Gainwell interChange Healthcare Platform provides a central system for our Medicaid Management Solution. Your agency can deploy interChange — a fully integrated, federally-certified healthcare administration solution — to meet changing legislative requirements, enhance processes, gain better data interoperability and contain costs.

Our platform enables you to seamlessly improve the administration of your program across multiple business areas, such as claims processing and member eligibility. It is closely aligned with the MITA, which defines modular, integrated business and IT transformation for Medicaid programs. As such, it meets federal guidelines to allow for the integration of multiple government systems.

MITA documentation is built directly into the user interface (UI). You have complete control in the generation and update of the documentation to enable workflow updates and standardize processes across your agency. The platform’s business process management capabilities enable visualization and metric transparency into workflows.

The SOA-enabled interChange Healthcare Platform uses open APIs to integrate with COTS products to deliver best-in-class correspondence generation, call tracking, monitoring and electronic document management components.

Interoperability management

interChange supports multiple models of managed care as well as fee-for-service capabilities. At its core, it is a multi-payer system for Medicaid, Children’s Health Insurance Program (CHIP), managed care and state-only programs, through a single instance. It also supports the Accountable Care Organization (ACO) business model. Its components are designed to maximize configuration, transferability and rules-based processing, and minimize customization.

Benefits

- Decrease program expenditures by coordinating state-administered benefits
- Reduce costs by eliminating redundant claims processing platforms
- Align with CMS MITA initiative
- Improve accountability through enhanced reporting and analysis
- Provide real- and near-real time monitoring through integrated business activity and monitoring dashboards

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Provider of Medicaid services

~48M

Medicaid beneficiaries covered

Gainwell is the largest Medicaid processor in the United States, providing business processing, IT development and administrative services for Medicaid programs across the country.



We assure interoperability for sharing health data within agency systems and across agency boundaries. State-of-the-art network monitoring and National Institute of Standards and Technology (NIST)-based security standards control authorization and authentication within a high-availability private cloud processing hub for controlled data sharing.

Reporting capabilities

Business intelligence and analytical reporting produce required federal reports and point-in-time operational analysis to help track changing conditions. Predefined online performance reports enable system management, provider feedback and effective operational oversight.

interChange reporting services enable you to filter and refine data generated from operational reports and publish it through defined APIs to Centers for Medicare and Medicaid Services (CMS) data hubs or repositories.

Why InterChange

The Gainwell interChange Healthcare Platform offers an important alternative to current systems and methods states use to manage Medicaid services. The offering provides the modularity required by federal Medicaid mandates — it unites automation, standardization and process maturity into easy-to-use modules that are always available and always current.

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About Gainwell Technologies

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers 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 about Gainwell at gainwelltechnologies.com.