Systems Integration & Interoperability

GainwellGo™

gainwell.

Personalized, secure member experiences

The 21st Century Cures Act's final rule outlines the Centers for Medicare & Medicaid Services (CMS) and the Office of the National Coordinator for Health Information Technology (ONC) path to overcoming a long-standing issue in the U.S. healthcare system: transparent and holistic patient/member access to information.

Gainwell Technologies' GainwellGo, an innovative mobile digital platform, provides Medicaid members with easy, secure access to their health and clinical history. At the same time it eliminates the need for plastic ID cards and physical document mailing, ensuring measurable cost savings for states.

Transform Member Experiences

GainwellGo exemplifies our commitment to innovation and the value it brings to clients and their members. It clearly demonstrates how innovative technology can simplify complex processes, cut costs and offer Medicaid members convenient access, security and user-friendly experiences.

After downloading the app, members gain instant access to their Medicaid card and comprehensive health information — including claims, procedures, immunization records, prescriptions and more.

Key Features

Designed specifically for Medicaid members, GainwellGo offers a convenient and timely way to access vital health information. It encompasses a range of important features, such as:

- Designed for handheld devices, with browser-based options

- Strong security and anti-fraud capabilities

- Secure login and electronic delivery of documents

- Modular and highly configurable, designed for ease of use

- English and Spanish language integration out of the box with the option to expand

Core Services

GainwellGo's extensive set of core functionalities empower states to effectively leverage these capabilities:

Digital Access to Data

Members can access their benefits and plan ID cards conveniently on their preferred smart device

Provider Information

A list of providers by type and specialty; driving directions, phone numbers, location; select primary care physician and view providers used in the past

Electronic Messages

Secure delivery of messages and documents; configurable for personalized messages; push notifications to member's device for actions required

Optional Services

Additional services can be seamlessly incorporated to enrich the overall experience and fully support members' healthcare needs

Single Sign-On (SSO)
Integrates with any identity platform, configurable at implementation

Interoperability
Integrates with any vendor's FHIR API; scalable to add new functionalities

Submit Member Information
Enables members to send images and documents, while agencies can request information by creating forms

Additional Help
User guides and FAQs; optional configurable chatbot and access to call center staff; upcoming optional Voice AI technology

Find Value With GainwellGo

GainwellGo provides your members with all the best attributes of innovation — intuitive, user-friendly design, convenience, security and easy access to their vital healthcare information. Your program will benefit from reduced costs, greater efficiency, sustainability and modularity. Create smooth, positive member experiences and healthier outcomes by empowering this vulnerable population to take control of their healthcare. Discover GainwellGo.

Contact us

Visit us to learn more about how GainwellGo can improve your members' experiences.

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

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