

Power to the Patient: Giving Nevadans Greater Control Over Their Health Data



Gainwell Technologies has partnered with the Nevada Division of Health Care Financing and Policy (DHCFP) since 2011. We serve as the state's full fiscal agent for its Medicaid Management Information System (MMIS), which the state worked with Gainwell to modernize to a new interChange system in 2019.

Enabling Patient-centered Care

When the Centers for Medicare and Medicaid Services (CMS) established its Patient Access and Interoperability Final Rule, the state quickly moved ahead in preparing to meet the necessary deadlines and deliver on the rule's objective of patient-centered care.

The interoperability rule aims to put patients first by providing them with transparent and holistic access to information about their health and empowering them to make informed decisions about their care. Through greater interoperability and data exchange, patients can use convenient tools like mobile apps to access their data and more easily share their medical history with providers as they move throughout the healthcare ecosystem.

As the state's long-time technology partner, Gainwell was well positioned to support DHCFP through the compliance process, implementing our Patient Access and Interoperability (PAI) service for Nevada Medicaid members in July 2021. This was a natural expansion of our relationship that helped the state avoid the time- and labor-intensive process of putting out an RFP.

Gainwell's PAI service supports CMS' final rule requirements for secure member access to their health history through federally required APIs, employing a modular and flexible approach to implementation.



DHCFP provides Medicaid services for approximately 913,000 recipients across its fee-for-service and managed care populations.

Convenience and Security

Gainwell built a cloud-based Fast Healthcare Interoperability Resources (FHIR) server to host the data resources to support formulary, provider directory and patient access APIs. For the greatest ease of access and use, the formulary and provider directory APIs were developed as publicly exposed end points that do not require additional authorization for access, allowing anyone with the proper app to view the provider directory or Preferred Drug List (PDL).

Claims data within the patient access API is secured and accessible by third-party apps using Open ID Connect for authentication. Members can obtain their healthcare data through applications like Apple Health, Google Fit or Gainwell's Medicaid mobile app. The PAI service provides Nevada with foundational capabilities to support the addition of value-added tools that support patient-centered care, while complying with federal requirements.

Putting Patients in Control of Their Care

In March 2022, Nevada implemented Gainwell Technologies' GainwellGo™ — a mobile and web-based solution that enables Medicaid members to access their clinical data via MyHealth so that they can coordinate their care across providers. The GainwellGo app supports this functionality while also offering members the following conveniences:

- A digital ID that can replace plastic identification cards
- Alerts and electronic notices to replace paper mailings
- Assistance with locating providers and scheduling appointments
- Access to other Medicaid healthcare resources

Achieving Positive Outcomes for Nevadans

Gainwell is proud to support the state of Nevada in providing quality care to the individuals and families who rely on its services. Looking toward the future, we will continue to be a supportive and collaborative partner committed to achieving positive outcomes for Medicaid recipients.

"Gainwell is a trusted partner that enables us to advance our mission of providing quality healthcare to the Nevadans we serve," said April Caughron, Chief of Information Services for DHCFP. "It is reassuring to know the lines of communication are always open, and that any system changes will be managed with care and attention."

About Gainwell

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.

