



Provider Portal

Self-service portal featuring intuitive, easy-to-use design elements



Gainwell's self-service portal for providers and administrators links all the modules, allowing you to tailor your system's appearance to meet your specific needs. The user-friendly design includes an intuitive, context-sensitive help bar for quick, relevant assistance. Self-service updates can be automated or routed for review, eligibility lookup, claims entry and file exchange.

The Provider Portal makes healthcare-related information available to those involved in provider care and is a proven time- and effort-saving tool. Whether providers have billing questions, want to check member eligibility or update personal records, the Portal provides access to 24x7 support.

It enables providers to:

- Log on and manage, update or view their current information — including maintaining delegates for users who perform functions on a provider's behalf
- Verify member eligibility
- Send secure correspondence to the Provider Services team
- Access a dynamic external and internal provider directory
- Search and submit claims, authorizations and referrals

Product Features

Configurability

- Images, text and coloring can be modified to align to your state's needs
- Provider Portal features and functionality can be turned on or off depending on the state's needs and integrated with existing CORE system or MMIS

Manage Information

- Enables providers and users to seamlessly update their information after enrollments have been approved; changes will be verified to confirm validity
- Reduces the need for account or state staff to update information for providers
- Ensures information is up to date when providers are due for revalidation

Delegate Assignments

- Easy-to-create role-based access enables specific access functions and login permissions

NASPO Contract option – Recent changes

- Provider, Enrollment, Chain and Enrollment System (PECOS) data integration leverages Centers for Medicare and Medicaid Services (CMS) site visits, background checks and screenings
- Information can be shared with managed care organizations (MCOs)
- Additional Enterprise Content Management (ECM) and payment processor integrations
- Integrated chat functionality

Current Provider Implementations

Our client successes:

- Implemented four Provider module offerings since CMS modularity mandate in 2016
- Industry-leading success with CMS certifications, completed using Medicaid Enterprise Certification Training (MECT) and Streamlined Modular Certification (SMC) outcomes-based methods; piloted MECT certification with Puerto Rico

Observed cost savings and 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 MCOs and fee-for-service organizations
- Transitioning clients from paper to digital applications through an intuitive Provider Portal: For an entirely paper state converting to a new online application, the average time to process a new provider application was decreased from nearly 100 days to only seven days

Learn more about our Provider Solutions [here](#).

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.

