

SUCCESS STORY

Connecticut's Single-source IT and Operations Approach Allows Greater Agility



For 43 years, Gainwell Technologies has been a trusted partner to the Connecticut Department of Social Services (DSS), managing its Medicaid Management Information System (MMIS) and supporting business operations. This longstanding collaboration proved invaluable when DSS introduced a new compliance requirement for behavioral health clinician providers — a change that required a rapid, coordinated response across technology and operations.

The new requirement mandated that all behavioral health clinicians complete training and attest to compliance with state billing and policy guidelines. Missing the deadline wasn't an option, as failure to meet the requirements could disrupt provider participation in the Connecticut Medical Assistance Program, impacting access to care for vulnerable populations.

Overcoming Challenges Through a Unified Approach

As DSS rolled out the new attestation requirement, many providers were unsure of what steps they needed to take or if they had already met compliance requirements. Call volumes increased, with BHC-related calls making up nearly 12% of all inbound calls in August 2023.

With business operations and IT teams under one umbrella managed by Gainwell, resources were quickly mobilized to:

- **Develop and deploy targeted outreach strategies** using real-time data analysis to identify providers with outstanding attestations.
- **Enhance the Secure Provider Web portal**, allowing providers to upload attestations electronically, eliminating the need for manual processing.
- **Automate provider status updates**, streamlining compliance tracking.

- **Introduce provider-facing reports** to clarify attestation status and requirements.
- **Launch twice-weekly Provider Relations Open Office Hours**, offering real-time guidance to clinicians.

Because IT and business operations were fully aligned, Gainwell was able to eliminate the delays typically associated with third-party IT vendors and rapidly implement self-service tools and provider engagement strategies. Within just a couple of days, the IT team built a dedicated database that the call center team could leverage immediately to pull the information they needed — avoiding repeated queries of the full dataset and improving efficiency. Call volumes also decreased to 6 - 8% in the following months, significantly reducing the burden on call center staff.

"When a compliance change carries the risk of disrupting care, speed and clarity are critical. Having both IT and operations under one roof with Gainwell meant we could act quickly, streamline communication with providers, and maintain stability for the people we serve. That kind of integrated support makes all the difference."

— Sandi Ouellette, Medical Operations Manager,
Connecticut Department of Social Services

By working in sync, IT and operations turned regulatory challenges into opportunities for efficiency, better service delivery, and lasting system improvements. This initiative demonstrates the power of a unified IT and operations approach in driving efficiency, reducing administrative strain, and improving provider experience.



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