gainwell

Redefining
Provider Enrollment
Compliance
and Accuracy
in Puerto Rico

The Challenge

Before the implementation of advanced systems, Puerto Rico's Medicaid program faced significant challenges due to the lack of a formal provider enrollment system. Provider data was scattered, outdated, and often inaccurate, posing substantial compliance concerns about meeting CMS requirements.

Key issues included:

- **Disparate and Unreliable Data:** The territory had 200,000 provider listings, an unrealistically inflated number caused by outdated and duplicate records.

- **Compliance Issues:** Without an efficient enrollment process, Puerto Rico was unable to properly check whether submitted claims met Medicaid rules and regulations, which was critical for correct payments and compliant billing.

- **Operational Gaps:** Inefficiencies restricted claims validation processes and hindered Puerto Rico's ability to meet critical CMS standards.

Meeting CMS standards was crucial to ensure that Puerto Rico continued receiving critical Medicaid funding to support its vulnerable populations. Without immediate intervention, these compliance risks threatened the stability of Puerto Rico's Medicaid program.

The Solution

Puerto Rico turned to Gainwell Technologies to implement the Provider+ Enrollment module (known locally as the Provider Enrollment Portal or PEP) as part of their broader Medicaid transformation. This solution was designed to address comprehensive provider data inaccuracies and help the territory establish a CMS-compliant enrollment process.

Key solution components:

1. **Provider+ Enrollment Module:** The Enrollment module introduced tools to support efficient enrollment and revalidation and consolidated scattered records into one secure system.

2. **Integration with MMIS:** Seamless integration with the Medicaid Management Information System (MMIS) enables real-time exchange of provider and claims data between systems to support accurate validation and reporting.

3. **Provider Secure Communication (PSC) Tool:** A secure platform enables ongoing communication and allows providers to upload documents, manage demographics, and complete agreements.

4. **Web Service Enhancements:** Custom stored procedures were developed to ensure data moved efficiently between PEP and MMIS.

5. **Partnership and Expertise:** Gainwell provider and claim processing subject matter experts tailored the solution to Puerto Rico's unique challenges and collaborated with the territory throughout implementation.

This scalable and compliant solution not only set up Puerto Rico's Medicaid program for immediate success but also provided a framework capable of evolving with future CMS requirements.

The Results

The implementation of the Provider+ Enrollment module transformed Puerto Rico's Medicaid provider management, producing measurable and impactful outcomes:

- **Data Accuracy:** Analyzed provider records for accuracy, removing 162,000 outdated or duplicated records and qualifying 23,849 unduplicated NPIs and 39,015 unique service locations.

- **CMS Compliance:** Helped Puerto Rico meet federal CMS guidelines, ensuring continued Medicaid funding.

- **Claim Accuracy:** Enabled CMS compliance edits in claim processing, significantly improving claims validation accuracy.

- **Provider Experience:** Granted providers new visibility into application processing, addressing a long-standing challenge and enhancing provider trust.

- **Data Analytics:** Improved network adequacy assessments, Medicaid oversight, and detection of fraud, waste, and abuse in claim submissions.

Key Metrics:

Average enrollment completion time reduced to **20 days** over the last eight months.

Achieved **100% usage** of the online enrollment portal, reflecting strong adoption by providers.

Puerto Rico's Medicaid program now operates with greater efficiency, accountability, and data accuracy, setting an example for other regions seeking to modernize their systems.

Conclusion

The implementation of the Gainwell Technologies Provider+ Enrollment module marks a pivotal milestone for Puerto Rico's Medicaid program. By addressing critical challenges in data accuracy, compliance, and operational efficacy, this collaboration delivered a dependable, compliant, and future-ready enrollment system.

With Gainwell Technologies' expertise, Puerto Rico has not only secured immediate CMS compliance but also established a resilient foundation for the continuous improvement of its Medicaid program. The success of this effort underscores the value of innovative, collaborative, and purpose-driven solutions in advancing healthcare administration.

to see how Gainwell can help you improve your provider enrollment processes.