

 gainwell®

Provider screening automation helps Vermont reach 100% audit compliance



The Challenge

In 2019, the Department of Vermont Health Access (DVHA) implemented Gainwell *Provider+*™ to shift from a paper-based to online enrollment process and enhance provider self-service capabilities. As their confidence in Gainwell *Provider+* grew, DVHA began looking for ways to further leverage automation to address an additional challenge: audit findings related to lapsed provider licenses.

Key Results

- **100% compliance** with Vermont's 2024 state audit.
- Automated provider communications, enhanced coordination with state leaders, and adjustable grace periods prevented licensure disenrollments while ensuring compliance
- Fewer manual interventions shortened enrollment screening from hours to minutes

The Solution

DVHA collaborated with Gainwell to configure automated screening capabilities to track provider professional licensure and automate communications with providers. Configurable rules enabled DVHA to customize grace periods and extensions, which gave providers time to update licensure and avoid disenrollment.



Essential Components

- **Gainwell Provider+ Screening-as-a-Service** is used for weekly checks for license updates once the provider is within a configurable number of days of license expiration. The screening service contains the latest professional licenses on file with the Federation of State Medical Boards (FSMB), and with Vermont and other state-specific licensing data sources that are integrated into the screening service. Provider records are updated with new license end dates found via the weekly checks against the screening service.
- **Provider notifications** are sent using the provider's preferred method of communication when license updates aren't found, at a designated number of days before and after the license end date. The notices and frequency were configured to meet Vermont's needs.
- **A configurable grace period** accommodates delays that sometimes occur when the licensing board processing of applications is delayed. Reporting is provided for DVHA leaders and Gainwell partners to monitor providers at risk of being inactivated.
- **Built-in flexibility** exists for DVHA to grant client-specific extensions. Gainwell Provider Services staff reach out to providers who are within the grace period and request state written approval for any extensions needed because of special circumstances. Documentation for extensions is stored as part of the provider's records for audit purposes.
- **Automatic inactivation** of provider enrollment status occurs, back to the license end date, for those who fail to renew credentials by end of the grace period. The solution also generates notifications of provider inactivation. These features guarantee that Vermont remains compliant with licensure regulations.
- **One-click reactivation** of the provider's enrollment status occurs after confirmation that the provider's license has been renewed. Inactivated providers can continue to use the Gainwell *Provider+* Self-Service Portal for a period of time to update their information, or they can call the Gainwell contact center to discuss their enrollment status.

Outcomes

Results: Fast, Paperless, and Compliant

The automation of *Provider+* helped DVHA ensure regulatory compliance while easing the operational burden of manually tracking licensure updates across thousands of providers.

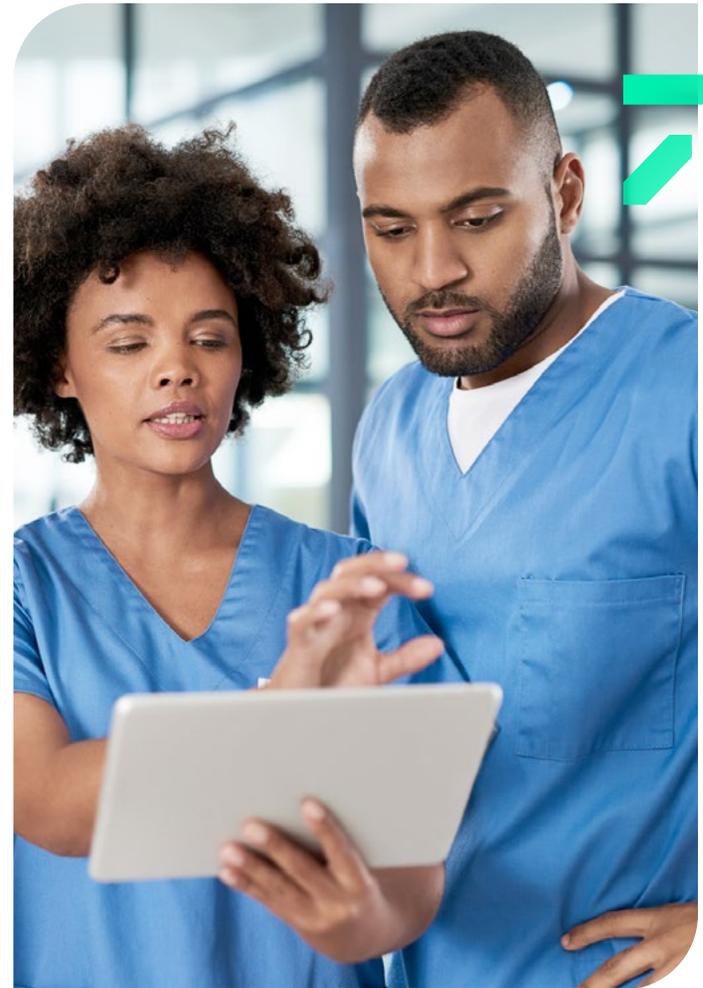
DVHA's approach to adopting automation evolved from its initial goal of streamlining enrollments to sustaining compliance over time.

Automation continues to play a key role in supporting both objectives:

- **Enrollment efficiency:** Online submission, automatic screening, and a reduced need for manual intervention accelerated application reviews from hours to minutes.
- **License compliance:** Weekly and monthly checks ensure active licensure, trigger notifications, and auto-enforce inactivation rules, reducing audit risk.
- **Proactive provider communication:** Automated notifications kept providers enrolled and preserved member care
- **Audit compliance:** DVHA achieved and maintained **100% compliance** with their 2024 state audit.

A Model for Other States

Vermont's journey shows how a thoughtful adoption of intelligent automation can solve business process challenges. By fully utilizing the configurable automation features of Gainwell *Provider+*, DVHA was able to gain full control over compliance, improve the provider experience, and set a new standard for Medicaid efficiency.



Ready to learn how Gainwell can transform your provider enrollment? [Visit us today.](#)



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