

# Provider Notice



**From:** Magellan Healthcare

**Subject:** Follow-up: Managed Care Provider Enrollment FAQs and more

## Overview

On March 21, Magellan communicated with network providers about IDHW's new requirements for Managed Care Provider Enrollment through Gainwell Technologies (GWT). In response to feedback, we are providing this follow-up email with additional context, FAQs, and helpful resources to support you through the enrollment process.

## Context for new requirements

Idaho Medicaid is implementing new provider enrollment requirements in compliance with federal regulations and the Social Security Act<sup>1</sup>. All managed care providers must enroll with the State Medicaid Agency through the Medicaid Enterprise System (MES) to continue serving Medicaid members under a Managed Care Organization (MCO) contract. Magellan is the MCO for the Idaho Behavioral Health Plan.

For further background, please review information release [MA24-01 Managed Care Provider Enrollment](#).

**Note:** CMS defines "network providers" in 42 C.F.R. § 438.2 as: "any provider, group of providers, or entity that has a network provider agreement with an MCO, PIHP, or PAHP, or a subcontractor, and receives Medicaid funding directly or indirectly to order, refer, or render covered services as a result of the state's contract with an MCO, PIHP, or PAHP. A network provider is not a subcontractor by virtue of the network provider agreement."

## Frequently Asked Questions (FAQs)

### Why must I participate in Managed Care Provider Enrollment?

Providers **MUST** enroll with Idaho Medicaid MES vendor Gainwell Technologies (GWT) in order to continue to provide services to Medicaid participants served through an MCO because it is a CMS requirement, as outlined in [42 CFR 438.602](#).

Providers should begin their enrollment process during their identified enrollment phase listed below.

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<sup>1</sup> [\(Section 1932\(d\) of the Act, 42 C.F.R. § 438.602 State responsibilities, 42 C.F.R. § 438.602\(b\) Screening and enrollment and revalidation of providers, Medicaid Provider Enrollment Compendium \(MPEC\) \(March 22, 2021\)\)](#)

For resources to support you in either a New Enrollment or Ordering, Referring, Prescribing provider (ORP) Enrollment, please visit the [Prospective Providers and Enrollment](http://www.idmedicaid.com) resources page on [www.idmedicaid.com](http://www.idmedicaid.com).

### **Behavioral Health Providers**

**Enrollment Start Date:** May 5, 2025

**Enrollment End Date:** July 31, 2025

All provider types that bill Medicaid must be enrolled, even in instances where a provider may bill Medicare as the primary payer, or when there is any Medicaid cost sharing.

### **Do all previously used National Provider Identifier (NPI) numbers need to be registered, or only the one(s) currently used with Magellan?**

All NPIs currently used with Magellan need to be enrolled in the GWT system. If previously used NPI numbers are not enrolled with Magellan, these do not need to be reactivated if they have been deactivated.

### **If I have already enrolled with Gainwell, do I need to enroll again?**

If you use a different NPI with Magellan than with Idaho Medicaid, you must enroll the same NPI used with Magellan in our system.

- Each billing NPI requires its own Idaho Medicaid Provider Agreement.
- GWT needs all applicable NPI(s) enrolled to set up the appropriate Idaho Medicaid Provider Agreement(s).

### **How do I verify if I have already enrolled?**

To verify if you are already enrolled you can check the public provider directory [www.idmedicaid.com](http://www.idmedicaid.com) or (if you have a Trading Partner Account) log into your Trading Partner Account and view your enrollment status with GWT. You can also call at 1-866-686-4272.

### **Can the Magellan NPI simply be added to the existing Trading Partner Account with GWT, or is a new account required?**

Providers may have multiple NPIs under one Trading Partner Account (TPA), but each NPI should have its own enrollment under that TPA.

### **Can a NPI that was previously active with GWT and has since expired be reactivated?**

It is a case-by-case basis to determine if a previous record can/should be reactivated or if a new enrollment is needed. GWT can give specific direction if they are given the NPI(s) to research.

### **Must every rendering provider be attached to the main NPI in the GWT system, which would require continuous updates and maintenance?**

How a provider enrolls depends on the types and specialty they are enrolling as. Providers will be required to maintain their record with GWT, so they will need to update their credentials whenever they are set to expire. Please note that both groups and individual providers will need to enroll.

### **Is this required if I am already contracted with Magellan?**

Yes.

### **Can Magellan transfer existing provider information to GWT, or is re-enrollment necessary?**

Magellan cannot transfer for you. You must enroll with GWT (if not already enrolled).

**Is the new enrollment process for new providers or all existing providers?**

It applies to all providers, new and existing.

**What happens if I don't enroll?**

You must enroll with Idaho Medicaid MES vendor GWT in order to continue to serve Medicaid participants through Magellan.

**How do I start enrollment?**

First create a Trading Partner Account (TPA). GWT has created a [TPA Provider Not Yet Enrolled Registration Guide](#).

Different provider types have different enrollment processes. The GWT website has a [Prospective Providers and Enrollment](#) page where you can find enrollment checklists and user guides

**Once I have started my application, is there a time limit to complete it?**

Yes, once the application process begins, you have 14 days to add to or submit your application before it is cancelled and deleted. The two-week timeout resets every time you login and save new changes within the application.

**Can I enroll before my enrollment start date?**

While you will not be turned away from enrolling, it can cause delays for the other providers if you enroll before the start date. We urge providers to wait for their enrollment window.

**Can I enroll as an ORP/MCO-Only and change my enrollment at a later date to also bill Fee-for Service (FFS)?**

Currently, providers must enroll for both FFS and MCO-only. IDHW is working on updating this so that providers may change this to MCO-only, if they choose in the future. This will come in a subsequent phase of the project.

**Who can I call if I have additional questions or experience issues with the enrollment process?**

Please contact the Gainwell Idaho Provider Enrollment Team.

- Email: [IDProviderEnrollment@gainwelltechnologies.com](mailto:IDProviderEnrollment@gainwelltechnologies.com)
- Phone: Gainwell Provider Services at 1-866-686-4272, option 1.

## Additional resources

- [Behavioral Health and Social Service Provider Checklist](#)
- [Prospective Providers and Enrollment: Checklists and User Guides](#)
- [New Provider Enrollment User Guide – Individual](#)
- [New Provider Enrollment User Guide – ORP](#)
- [Frequently Asked Questions](#)

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