



Provider Notice

From: Magellan Healthcare

Subject: Enroll with Gainwell by Sept. 1 to avoid claim denials

Attention: Beginning Sept. 1, claims will deny unless enrolled with Gainwell

Overview

Beginning Sept. 1, 2026, Magellan will deny claims submitted for behavioral health services for IDHW if the billing provider's NPI is not enrolled with Gainwell.

This communication is a reminder to our contracted providers that they must be enrolled with Gainwell for each NPI they intend to bill Magellan with.

For additional information, providers should review the related [Information Release published July 30, 2026](#).

What providers should know

Providers must enroll with Gainwell using the appropriate provider type(s) and specialty(ies) associated with the NPI they intend to bill. If your [provider type and specialty](#) is not listed in the handbook, you do not need to enroll at this time. If the provider has been previously enrolled with Gainwell at any time, for any service, they should check to ensure that their information, to include insurance and license is current.

When completing Gainwell enrollment, providers will select the applicable provider type and specialty from a dropdown menu option.

Additional reminders

- Facilities and groups that have rendering providers are exempt from enrollment when rendering individuals are all Ordering, Referring or Prescribing (ORP) providers. However, the individual ORP providers under these facilities or groups are still each required to enroll.
- Providers should enroll with all applicable provider types and specialties corresponding to their NPI, if possible. At this time individual providers can only enroll one provider type and specialty.
- Indian Health Service providers aren't required to enroll or contract with MCOs.

Provider action required

Providers should confirm they are enrolled with Gainwell for each NPI they intend to bill Magellan with. If you aren't enrolled with Gainwell under all NPIs with a provider type and specialty in the crosswalk, please begin your application immediately to avoid delay in payment and possible termination from the Magellan network.

Beginning with dates of service Sept. 1, 2026, claims will deny if the provider's NPI is not enrolled with Gainwell.

Training and resources

Magellan will offer open office hour sessions for providers throughout the month of August. Sessions will be offered biweekly, with morning and afternoon options, and will be limited to 45 minutes. This is not a training session, providers should only come if they have questions regarding the enrollment process.

To register, please select a time and date that works best for you.

- [Friday, Aug. 7, 2026, 2 p.m. MT/1 p.m. PT](#)
- [Wednesday, Aug. 12, 2026, 3 p.m. MT/2 p.m. PT](#)
- [Friday, Aug. 14, 2026, 8 a.m. MT/7 a.m. PT](#)
- [Tuesday, Aug. 18, 2026, 3 p.m. MT/2 p.m. PT](#)
- [Thursday, Aug. 20, 2026, 8 a.m. MT/7 a.m. PT](#)
- [Monday, Aug. 24, 2026, 9 a.m. MT/8 a.m. PT](#)
- [Thursday, Aug. 27, 2026, 2 p.m. MT/1 p.m. PT](#)

Additional resources are available in the MCPE/Gainwell Toolkit on the [Submitting Claims](#) page, including:

- [New Provider Enrollment User Guide – Individual](#)
- [New Provider Enrollment User Guide – ORP](#)

Crossover-only providers

If a provider is registered as a crossover-only provider, you do not need to change your enrollment.

Questions?

Please contact Gainwell at:

Email: IDProviderEnrollment@Gainwelltechnologies.com

Phone: 1-866-686-4272, option 1