



Provider Notice

From: Magellan Healthcare

Subject: Claim denials related to Gainwell provider enrollment status

Overview

If your provider enrollment with Gainwell Technologies (GWT) is in maintenance status or you are not currently enrolled with GWT, claims submitted to Magellan may be denied because your provider record is not reflected as active.

What providers should do

If you receive claim denials related to your enrollment status, you should first contact GWT to determine what information may be missing or what actions are needed to complete or reinstate your enrollment. Magellan is not able to assist with the GWT enrollment or maintenance process and cannot resolve enrollment-related issues on your behalf.

Claim disputes

Providers should not submit claim disputes for denials that are the result of enrollment status with GWT. These denials will not be overturned through the claims dispute process and must be resolved through GWT enrollment activities.

After your enrollment is updated

If GWT subsequently backdates your enrollment eligibility and you are added back to the approved IDHW-maintained managed care provider enrollment list, please notify your Magellan provider specialist. Once we verify the enrollment update, we can review and adjust any affected claims as appropriate.

Questions?

Please contact Gainwell at:

Email: IDProviderEnrollment@Gainwelltechnologies.com

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