**Elevate program delivery with outcome-focused IT solutions**  
Business Process Services for Health and Human Services

**The need for a better way**
Delivering health and human services programs and services effectively and reliably — while making the best use of resources — can be overwhelming for agencies. Constantly changing regulations, unexpected challenges, high-impact situations and strained state budgets only heighten the need to find better ways of doing things.

Ensuring smooth delivery of Medicaid and Health and Human Services programs involves numerous administrative operational tasks. When you consider the sheer size and scope of program recipients, claims, paperwork, processes and reporting, it’s clear that a move from manual to modern technology solutions is critical.

**Unparalleled experience, better outcomes**
Entrust your administrative tasks to us. With more than 50 years of experience, Gainwell Technologies can provide unique subject matter expertise, knowledge and best practices — which today we leverage across 42 state Medicaid programs. We understand the challenges you face and have the systems and tools to help you achieve high-quality and efficient program administration.

Gainwell’s services and capabilities span everything from fiscal intermediary to business management. Our objective is to help you create seamless, streamlined connections that smooth your delivery of critical health services to the people who need them most. We are experts in handling the day-to-day administrative duties associated with running large, complex programs. This frees up your team to focus more on policy determination and program governance.

We make collaborating with our clients smoother via solutions designed for interoperability, with a flexible architecture and scalable delivery. You decide which program administration functions to outsource or to retain. You retain policy decisions, set standards and SLAs, and perform program oversight. We’ll focus on performing day-to-day program administration and operation — and keep you updated on program changes and enhancements.

**Benefits**
- Replace manual processes with modern tools and technologies
- Provide interoperability, flexibility and modularity
- Enhance user experience and satisfaction, expedite processing and productivity
- Ensure regulatory compliance

50+ years experience  
~800 agents and help desk staff  
7M+ calls handled annually
Quality and productivity through automation

Gainwell is recognized for tactical innovation that yields better outcomes. By driving automation into predominantly manual tasks, we can free up your staff to focus more on strategic priorities. We create knowledge and business rule repositories that are accessed using RPA technology and AI to improve quality and throughput. Through expanded use of key operational metrics, we can baseline performance for common functions. This enables your agency to determine the best practice to follow for a given task to achieve higher quality and productivity.

Gainwell capabilities that can help streamline certain functions and gain insights from the information and metrics gathered include:

• Robotic Process Automation (RPA) — Robotic tools are used to automate the processing of provider enrollment requests and other manual-intensive tasks.

• Omni-channel communication — Members and providers require flexibility and options to request information, submit documents and interact with the program via multiple devices and technologies. Messaging and interaction with all stakeholders are essential now and for the future.

• Chatbots — Using “virtual” agents will enhance self-service options and permit the member or provider to ask questions and get accurate and immediate responses.

Efficient and engaging customer experiences

Another Gainwell hallmark is the focus on creating an exceptional customer experience. Streamline member and provider interactions via our omni-channel engagement capabilities for providers and members. Users can choose their preferred channel — assisted or self-service — to experience increased engagement and satisfaction, clear information and expedited processing.

Our clients can benefit now and in the future from Gainwell’s omni-channel interaction support that includes these areas, among others: CRM and telephony; email, text, chat and social media feeds; workforce management systems; campaign and social media data; program operations data; robotics, AI and automation; and recorded calls.

Gainwell’s Business Process Services that can help you maximize your resources, streamline interactions and ensure regulatory compliance.

Contact us at info@gainwelltechnologies.com

About Gainwell Technologies

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.