

NASPO ValuePoint Master Agreement

Claims Processing and Management Services

As you modernize your Medicaid Management Information Systems (MMIS) to comply with federal requirements, you need modern, flexible and configurable solutions to support the changing needs of healthcare.

The key is to modernize these systems while minimizing disruption of service.

The National Association of State Procurement Officials (NASPO) ValuePoint program enables faster access to value through a cooperative purchasing program that facilitates multi-state public procurement and contracting. Through the NASPO contracting vehicle, Medicaid agencies can contract directly with Gainwell Technologies for our Claims Processing and Management Services without undertaking the complex and resource-intensive effort of developing an RFP and managing a competitive procurement.

ValuePoint reduces the procurement timeline and provides set pricing based on established criteria. It means that core functionality has already been vetted by other states and CMS.

Streamline procurements

Gainwell Technologies is an approved vendor for the NASPO ValuePoint module. Under the NASPO ValuePoint Master Agreement, Gainwell offers:

- **Core Services** – Claims Processing and Management Services
- **Option A** – Financial Management
- **Option B** – Call Center (Member and Provider Call Center)
- **Option C** – Federal Reporting

Claims Processing and Management

Gainwell's Claims, Encounters and Financials Service module is a COTS-based SaaS solution that adjudicates, edits, prices and determines reimbursement amounts for Medicaid healthcare claims and encounters. It facilitates maximum security, integrity and output to diverse trading partners and providers while meeting federal requirements. Your state can effectively process and pay large volumes of claims and encounters in real time. The core claims and financial modules can be live in 18 months.



NASPO ValuePoint Benefits

Gainwell is an approved vendor for the NASPO ValuePoint Claims Processing and Management Services Module. ValuePoint harnesses resources from multiple states to streamline procurement for MMIS replacements. By contracting with Gainwell through the NASPO contracting vehicle, states realize powerful benefits:

- A federally compliant solution that can be configured to address state-specific needs
- Core functionality vetted by other states and CMS
- Significantly accelerated delivery timelines
- Savings on procurement costs
- Set pricing based on established criteria





Under the NASPO ValuePoint Master Agreement, Gainwell offers:

Gainwell Differentiators

Market leader: Gainwell has 50 years of experience in delivering transformational Medicaid solutions, serving 48 million members.

Experience: Gainwell currently processes claims for 29 states — over half the nation's Medicaid programs.

Low risk: Gainwell processes 999+ million claims annually and has never missed a claims payment cycle.

Our team: Gainwell has 8,000+ health and human services professionals who live and work in the communities they support.

Innovation: Our Centers of Excellence support system development and operations nationwide, and our national workgroups drive proactive innovation in addressing the latest challenges.

Core Services – Claims Processing and Management Services Solution

Gainwell provides a cohesive, Medicaid-specific, MITA-aligned and CMS-compliant Claims Module and ancillary components to support state-specific Medicaid needs and other health and human services programs. Our module includes a world-class rules engine to support configurable, scalable and interoperable business functions. The service supports fee-for-service and managed care models. Additional options are also available along with our core offering.

Purpose-built user experience. By providing a holistic and transparent real-time view of member data, our user interface allows users to spend more time focused on members' health.

Configurability. Policy changes are easily deployed through configuration versus coding.

Transparency. Agencies gain greater insight into their programs through step edits and a holistic view of member, provider and policy information.

Design, Development and Implementation (DDI) speed and certification. Using an Agile framework and Gainwell best practices, we speed up the DDI, reducing timeline and costs. We have six CMS certifications, back to Day One, over the past 2 years.

Option A – Financial Management

As a fiscal agent, Gainwell provides accounts payable, accounts receivable, and general ledger functions that are compliant with Generally Accepted Accounting Principles (GAAP) and facilitate federal and State financial reporting.

Option B – Call Center (Member and Provider Call Center)

Gainwell's comprehensive call center solution provides quick, efficient responses to providers and members across multiple contact channels, including telephone, IVR, secure email, SMS, fax, chat/chatbot, and the provider and member portals of the Gainwell Claims Module. Gainwell has run call centers for over 45 years, supporting 6.7 million members and provider calls annually — we know what it takes to promote a positive customer experience.



Our call center solution encompasses industry-leading tools and consistent, proven processes that have been honed through years of experience across healthcare and public sector customer service. IT services leveraging cloud technology provide the flexibility and scalability that Medicaid programs require.

Option C – Federal Reporting

Gainwell's interactive Federal Reporting solution allows states to monitor their programs while receiving and storing data to meet federal reporting requirements.

The Gainwell solution has the ability to provide data to satisfy State and federal reporting requirement such as CMS, SURS, EPSDT, MARS and TMSIS among others. Drill-down capability, within a robust operational data store (ODS) mart, is embedded in these reports, enabling users to navigate from a summary total in a profile to the underlying claim detail with a simple mouse click, speeding analysis efforts and increasing the productivity of staff investigating stakeholder behaviors.

Process

States are required to sign a NASPO ValuePoint Participating Addendum to purchase from a NASPO ValuePoint Master Agreement. Find out if your state's purchasing office is participating in the NASPO program by contacting NASPO at info@naspovaluepoint.org.

The Gainwell advantage

Gainwell has a strong heritage of developing proven Medicaid solutions, and we have more CMS certification experience than any other vendor in the Medicaid industry. We are uniquely qualified as your partner in the delivery of quality healthcare while ensuring that your state meets CMS requirements within budget.

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.