



Accelerating Provider Enrollment in Vermont

Automation and digital transformation are streamlining provider enrollment and management for the Department of Vermont Health Access. The agency is one of Gainwell Technologies' longest-standing clients; we have served as its fiscal agent for Medicaid Management Information System (MMIS) and Business Process Services (BPS) since 1981.

In 2018, Vermont selected Gainwell's Medicaid Enterprise System (MES) Provider Solutions in response to a high-priority legislative initiative to reduce the enrollment timeframe for Medicaid providers. To address this initiative, the Department contracted with Gainwell to transition from a paper-based process to a digital enrollment system.

The state had additional outcomes in mind: simplifying the enrollment process to improve member access to care, enabling real-time processing for claims and prior authorizations, improving provider support and reducing reimbursement delays.

Gainwell integrated the cloud-hosted SaaS Healthcare Portal, Enrollment, Screening and Management modules with Vermont's legacy systems. This enabled real-time provider information updates between systems and allowed providers to enroll themselves through a web portal where they also maintain their information going forward.

Attaining Goals, Improving Outcomes

The project's original goal was to reduce the average provider enrollment timeframe from 120 days to less than 30 days. Gainwell's Provider Solutions went live on May 1, 2019, and exceeded the original goal by reducing enrollment time from 120 days to 5-7 days, with 36% less staff. The Vermont Provider modules were CMS-certified in 2020 as meeting the state's intended outcomes.



Vermont provides health services to approximately **180,000** members and **24,000** providers statewide.

Additional outcomes for Vermont include:

- Decreased the average time for a provider to complete the enrollment process from one to two hours to 15 minutes
- Reduced provider overhead and delays in reimbursement through online return-to-provider correction processing, online self-service updates and other automated, intelligent processes and systems
- Decreased the average time to screen an application from more than one hour to 10 minutes
- Increased the number of enrollments and revalidations processed monthly from 250 to more than 600

Gainwell anticipates continued improvement in maintaining the Vermont provider network because of advanced features such as automated notifications to providers when licensing and other information updates are needed, automated monthly screening of provider records and authorized administrator features for hospitals and other large institutions to maintain enrollment information.

A Thriving Relationship and Ongoing Improvement for Vermont

The Provider Enrollment contract was the first cloud-based modular implementation of a Gainwell offering, built on a foundation of the state's confidence in Gainwell to deliver a project that would meet all objectives. Our strong relationship with the state of Vermont enabled quick decision-making and prioritization of issues to support an aggressive timeline.

Gainwell's partnership with the state continues to grow. In 2022, the Department of Vermont Health Access renewed its MMIS and BPS contracts with Gainwell. Since the successful implementation of and significant results from Gainwell's Provider Solutions, Vermont has also added our Medicaid Electronic Data Interchange (EDI) SaaS, Medicaid Fast Health Interoperability Resources (FHIR) and Electronic Visit Verification (EVV) solutions.

About Gainwell

Gainwell Technologies is the leading provider of digital and cloud-enabled solutions vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

