

Subject: DC Medicaid – Fiscal Agent Transition Summary

Date: 11/25/2025

Dear Provider Community,

We would like to inform you that the original go-live date, previously scheduled for December 1, 2025, has been rescheduled to March 2, 2026. This adjustment has been made to ensure a smooth and successful transition, allowing us to complete all necessary preparations and validations.

Effective March 2, 2026, fiscal agent services will transition to Gainwell. Before submitting any claims, providers must register as a trading partner and complete certification to submit electronic claims through Gainwell's provider portal. This change is applicable only to providers who submit fee-for-service claims to DC Medicaid through Conduent.

If you are not the registered billing agent, please kindly forward this information to the appropriate person or department as soon as possible to avoid any delays.

### **Timeline and Key Tasks**

#### **Now Available:**

- Companion Guides for electronic claims (X12 837) submission are available for download at <https://www.gainwelltechnologies.com/dc-medicaid-provider-info/>.

#### **Upcoming:**

- **January 6, 2026:** Provider training available.
- **January 14 – 20, 2026:** You will receive Web Portal registration instructions with a temporary Provider Identification Number (PIN) to establish a new Trading Partner ID and login credentials.
- **January 20, 2026:** Provider web portal at [medicaid.dc.gov](https://medicaid.dc.gov) opens for available documentation and companion guides to be downloaded. Support for EDI registration and questions via email may be sent to [dcedi@gainwelltechnologies.com](mailto:dcedi@gainwelltechnologies.com) beginning on this date.
- **February 2, 2026:** Provider web portal at [medicaid.dc.gov](https://medicaid.dc.gov) opens for providers and billing agents' registration. If you plan to submit electronic claims directly to the new DC MMIS, after portal registration, you will receive a one-time system certification notice after testing. You may register after February 2, 2026, and before you begin submitting claims on March 1, 2026. Contact center support will be available on February 2, 2026, by calling (844) 366-4237.

- **March 2, 2026:** Gainwell begins full fiscal agent services and receipt of DC Medicaid fee-for-service claims. If you are a provider with one of DHCF's Managed Care Plans (MCPs), there is no change for you, and you will continue to bill with the MCPs.

This phased approach allows you to register and verify your ability to submit X12 transactions and receive responses through the new provider portal.

### **Benefits of the Upcoming Transition**

The new DC Provider Portal will continue to offer a range of features, including the ability to:

- Submit electronic or direct entry claims
- Check claim status and payments
- View beneficiary eligibility and history
- Download 835s
- Register as a trading partner

### **What's Next**

Please ensure your mailing and email addresses are up to date with the District's provider enrollment partner, Maximus.

Over the next several weeks, you will receive:

- Invitations to training sessions and registration links
- Links to user guides and quick reference materials
- Login credentials and portal access instructions

Participation in training and readiness activities is strongly encouraged to ensure a smooth transition.

If you have any questions regarding this correspondence, please contact:

#### **Donna Black**

Supervisory Program Analyst

Department of Public Private Provider Services

Office: (202) 899-3658

[donna.black1@dc.gov](mailto:donna.black1@dc.gov)

**Note:** This email address is not monitored. Messages sent to this inbox will not receive a response.