

12/04/2025

Dear Provider Community,

DC Medicaid is preparing to launch a new Medicaid Management Information System (MMIS) to improve support of the District of Columbia's Medicaid services for providers and beneficiaries. This modernization effort will enhance the way you interact with DC Medicaid and streamline critical processes.

As indicated in our previous Transition Summary correspondence, on 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.

As we approach this important transition, here are key updates to help you prepare:

Training Overview

Provider training begins January 6, 2026. Sessions will walk you through the new portal, claims submission process, eligibility tools, and more. Invitations with sign-up links will be sent via email on December 22, 2025.

Participation in training is strongly encouraged to ensure a smooth transition. Please ensure that one or more people from your organization who are involved with DC Medicaid billing register and attend training in January and February.

Provider Registration vs. Go-Live: What's the Difference?

Provider Registration (February 2, 2026):

Billing providers, billing agents, and data trading partners can register on the new portal, complete testing, and begin system certification for X12 electronic claims submission and other transactions. This is your opportunity to verify your ability to send and receive EDI data and ensure readiness to submit claims.

Go-Live (March 2, 2026):

Gainwell officially begins fiscal agent operations, and the new DC MMIS will begin accepting live fee-for-service claims. This is when all transactions must occur through the new platform. Historical records will be transferred to Gainwell and all new claims and adjustments to previously processed claims must be sent to Gainwell.

Resources, Links & Guides

Now Available:

- Companion Guides – www.gainwelltechnologies.com/dc-medicaid-provider-info
(Includes X12 837 specifications for electronic claim submission)

Upcoming:

- Email: DCEDI@gainwelltechnologies.com
(Note: This inbox will be monitored beginning January 20, 2026.)
- User Guides and Quick References – Available in January through the Gainwell DC Medicaid provider portal
- Training Session Recordings and FAQs – Coming soon to the Gainwell DC Learning Management System
- Contact Center: (844) 366-4237
(Note: This phone number will be monitored beginning February 2, 2026.)

Reminder for Billing Agents

- Complete portal registration
- Register as a trading partner
- Undergo claims submission testing and EDI certification

If you are using a third-party billing agent, make sure you are aligned with them on readiness activities before your claims are sent to Gainwell.

What You Should Do Now

- Ensure your contact information is up to date with DC's provider enrollment vendor, Maximus, at www.dcpdms.com
- Look for training invitations and registration instructions.
- Plan for training, testing, and certification during the soft launch period (January 6 – February 26, 2026).

Thank you for your continued partnership and commitment to serving DC Medicaid beneficiaries. Your active participation is key to a successful transition.