

02/02/2026

Dear Provider Community,

As part of the transition to **Gainwell Technologies** as the new fiscal agent for the DC Medicaid program on **March 2, 2026**, we want to remind you the **Provider Portal will open for registration on February 2, 2026**. This early access period allows providers to register, configure their accounts, and complete setup tasks ahead of the full go-live date.

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

### **Provider Registration To-Do List**

Please complete the following steps to ensure a smooth transition

- Confirm you have received your PIN letter by mail. If you have not received your PIN letter, contact [DCEDI@gainwelltechnologies.com](mailto:DCEDI@gainwelltechnologies.com). **Please include the provider's name, Medicaid ID or NPI, and servicing address in the body of the email.**
- Register in the new Provider Portal at [medicaid.dc.gov](https://medicaid.dc.gov):
  - The Office/Primary Administrator must create the account first, then invite staff.
  - Have your NPI, Tax ID, PIN, and practice details ready.
  - Confirm user roles and enable Multi-Factor Authentication (MFA).
  - Note that you will receive a new Gainwell Trading Partner ID
- Check your EDI/clearinghouse connections:
  - Confirm your trading partner or clearinghouse is ready for the new payer setup.
- Verify submitter IDs, payer IDs, and file formats per Gainwell Companion Guides at [medicaid.dc.gov/SPContent/DocumentLibrary/Companion%20Guides](https://medicaid.dc.gov/SPContent/DocumentLibrary/Companion%20Guides)
- Complete recommended portal training here: [mmislearningcenter.myabsorb.com/#/login](https://mmislearningcenter.myabsorb.com/#/login)
  - Finish the portal overview and billing/claims modules.
  - Register for a live Q&A session or webinar (optional but strongly encouraged).
- Whitelist Gainwell's official email domain:

- Add @gainwelltechnologies.com to your safe-sender list.

### What to Expect Next

- **Provider registration for the portal will be open as of February 2, 2026.** During this provider registration period, you'll be able to:
  - Register, log in, and verify your profile
  - Test common portal tasks
  - Access real-time support

### Need Help?

- Additional resources and training materials are available at: [medicaid.dc.gov](https://medicaid.dc.gov).
- Technical Support: [DCEDI@gainwelltechnologies.com](mailto:DCEDI@gainwelltechnologies.com)
- Portal Support: (844) 366-4237 | Monday–Friday, 8 a.m.–5 p.m. EST
- Training & Webinars: Register at [mmislearningcenter.myabsorb.com/#/login](https://mmislearningcenter.myabsorb.com/#/login). Enter the DC enrollment key: **BHJWUTX5xrsFL2QC3LN**g. Enter your information and click Sign Up.

Thank you for taking these steps now so there is **no disruption to your claims submission or payments** when Gainwell becomes the new DC Medicaid fiscal agent on March 2, 2026.

### Gainwell Technologies

**Note:** This email address, [no-reply-dc-comms@gainwelltechnologies.com](mailto:no-reply-dc-comms@gainwelltechnologies.com), is not monitored. Messages sent to this inbox will not receive a response. To ensure you don't miss any important updates regarding this transition, please save this email address to your contacts or safe-sender list.