

Soft Launch or Transition	Question	Response
Soft Launch	How do I register as a Trading Partner?	You need a PIN number in order to register. If you no longer have a PIN, contact the EDI Helpdesk at 1.844.366.4237
Soft Launch	I lost (or did not receive) my PIN letter - can you provide me with it?	Yes, contact the EDI Helpdesk at 1.844.366.4237
Soft Launch	I am a new provider - when should I expect a PIN letter for registration?	Initial PIN letters for soft launch will be produced mid January 2026. Any provider enrolled after that period will receive a PIN letter within a couple of weeks after March 2, 2026. You may contact the EDI Helpdesk at 1.844.366.4237 if you didn't receive your PIN letter.
Soft Launch	What actions are available to me on the Provider Portal?	Provider Portal allows claim submission, claim status, beneficiary eligibility, prior authorization status, remittance advice and manage user accounts for your office.
Soft Launch	Can I use the provider portal to change my mailing address?	No, you will need to contact the provider enrollment broker Maximus to update your mailing address. 844.218.9700 www.dcpdms.com
Soft Launch	When can I use the Provider Portal to view beneficiary eligibility?	2-Mar-26
Soft Launch	When may I begin submitting claims using the Provider Portal?	February 2, 2026, you may register to use the provider portal and submit test transactions for EDI x12 files. On March 2, 2026, providers will have full functionality of the provider portal.
Soft Launch	Where do I find Companion Guides?	Companion Guides are located on a temporary website https://www.gainwelltechnologies.com/dc-medicaid-provider-info and will transition to: https://Medicaid.dc.gov in January 2026.
Soft Launch	Do I need to certify all X12 transaction types?	Yes, for each transaction type that you'll submit. Three (3) test files with fifteen (15) transaction request within each file must pass testing to certify.
Soft Launch	How do I know that you have certified or verified my test X12 transactions?	Use the EDI Testing and Certification Status window in the provider portal to monitor the test file as it processes and to see details surrounding test or production files.
Soft Launch	Is it required to complete my X12 testing prior to 12/1? May I test after that date?	It is strongly enougued to complete testing prior to March 2, 2026, but not required.
Soft Launch	How do I add additional or remove users to my registered Trading Partner account?	The Manage Notifications Subtab is used to add, terminate, or reactivate additional users to the billing provider's trading partner account. The trading partner administrator can assign the users' access to the different functions of the Provider Web Portal. Note: The trading partner associated with this account will be able to manage users attached to their account. In the event of experiencing issues with managing users, contact the Help Desk for assistance.
Soft Launch	I use a clearinghouse service to submit my claims to you. Do I also need to register on the portal?	Yes, you will need to reigster on the portal to obtain remittance advice, verify claim status, beneficiary eligibility and prior authorization. Review the following user guide for assistance: DC_Trading_Partner_Account_Registration_for_Clearinghouses_UG
Soft Launch	How do I associate my practice with my clearinghouse?	In the provider portal in the Trading Partner account, slect manage billing agent. Billing agents may also send an association request, which appears in the Association Request table. The trading partner will click Approve to approve an association request or Reject to reject a request.

Soft Launch	How can I change the clearinghouse I originally associated when I registered?	In the provider portal in the Trading Partner account, select manage billing agent. Billing agents may also send an association request, which appears in the Association Request table. The trading partner will click Approve to approve an association request or Reject to reject a request.
Soft Launch	Several providers in our practice received PIN letters. Do each of them need to register for a Trading Partner ID?	It's recommended for each billing provider to register their PIN number. The account administrator can associate each individual provider to the billing provider.
Soft Launch	My mailing address has changed - how can I receive a new PIN letter?	If you did not receive your PIN letter, contact the EDI Helpdesk at 1.844.366.4237
Soft Launch	Will I be able to view/download 835s on the Provider Portal?	Yes, review the following user guide: DC_Web_Portal_File_Exchange_User_Guide
Soft Launch	Will I be able to view/download 835s produced by Conduent on the Provider Portal?	Gainwell will have the last 60 days of remittance advices/835's available for you.
Soft Launch	I no longer wish to participate with the DC Medicaid program. How do I disenroll?	Contact provider enrollment broker Maximus to disenroll 844.218.9700 www.dcpdms.com
Soft Launch	I do not submit fee for service claims (I am an MCO network provider only - or no longer participate in the program). Do I still need to register in the provider portal?	No.
Soft Launch	Is there training on how to use the provider portal?	Yes, you may register for training in the LMS or listen to a recorded session. You can access the LMS in the provider portal https://medicaid.dc.gov . User guides are also available.
Soft Launch	Is there training on how to verify/certify the X12 transactions I will use?	Yes, you may register for training in the LMS or listen to a recorded session. You can access the LMS in the provider portal https://medicaid.dc.gov . User guides are also available.
Soft Launch	Do I need to agree to HIPAA privacy rules while registering?	Yes.
Soft Launch	How do I register for training?	Visit our learning management system (LMS)
Soft Launch	I missed the training sessions. Will there be additional training, or is the training recorded?	If you were not able to attend a live session, they are recorded in the LMS. You can access the LMS in the provider portal https://medicaid.dc.gov
Soft Launch	I need help with formatting my EDI transactions. Is there an EDI helpdesk and how do I contact them?	Yes, contact the EDI Helpdesk at 1.844.366.4237 or dcedi@gianwelltechnologies.com
Soft Launch	I do not have billing software that creates 837 FFS claims. Will I be able to create and submit a fee for service claim using the portal directly?	Yes, the portal allows direct data entry of a claim. Refer to the following user guides: DC_Web_Portal_Institutional_Claim_Submission_UG DC_Web_Portal_Professional_Claim_Submission_UG DC_Web_Portal_Dental_Claim_Submission_UG
Soft Launch	What should I do if my direct deposit information is changing for my claims payments?	Contact provider enrollment broker Maximus to disenroll 844.218.9700 www.dcpdms.com
Soft Launch	Is there a cost for submitting claims using the Gainwell Provider Portal?	No cost is associated with using the Provider Portal.
Soft Launch	How do I sign up for EFT payments?	Contact provider enrollment broker Maximus to disenroll 844.218.9700 www.dcpdms.com
Transition	I am an in-network provider with an MCO. Does the transition to Gainwell as fiscal agent in DC impact me?	Only if you bill FFS claim.
Transition	May I submit an adjustment for a claim that was processed by Conduent?	Yes, verify billing procedures as they may have changed.
Transition	My patient received an approved prior authorization for services prior to March 2, 2026. Is the prior auth still valid?	Yes, the prior authorization is still valid.

Transition	My patient received an approved prior authorization for multiple visits and has not used all of them. Is the prior auth still valid for the remaining visits?	Yes, the prior authorization is still valid.
Transition	I am a single Medicaid fee for service provider. Will I receive one or multiple 1099s for the calendar year 2026?	Gainwell assumes one 1099 as the District makes payment to the provider.
Transition	I recently received a letter dated prior to December 1, 2025, advising me of a recovery action against a previously paid claim. To what address do I return the funds?	If your letter does not provide an address, void the claim and reprocess as necessary.
Transition	When should I stop submitting claims to Conduent?	Conduent will stop receiving paper claims on February 11, 2026.
Transition	How do I reset my web portal password?	Passwords can be reset through the user menu icon.
Transition	How does a trading partner associate and new admin?	Contact the EDI Helpdesk at 1.844.366.4237 or dcedi@gainwelltechnologies.com for assistance.
Transition	How do I update my email address?	Editing an email can be done via the user menu icon - edit user.