

02/12/2026

Dear Provider Community,

As a reminder, Fiscal Agent services are transitioning from Conduent Government Services to Gainwell Technologies, LLC on 3/2/26. Provider registration is live. This allows providers, billing agents, and trading partners to register, test EDI claims submission, and begin preparing for full go-live on March 2, 2026.

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: We are Live!

Please review the important updates below to ensure your organization is ready.

- Access the portal here: <https://medicaid.dc.gov>.
- Complete provider portal registration using the “Register” link in the upper right-hand corner of the portal.
- Add additional users from your organization.
- Begin EDI testing and certification. You **must** test and certify your EDI claims before you begin production submissions. Note: ISA08 segment Interchange Receiver ID must = DCMEDICAID. ISA06 must contain your NEW Gainwell Trading Partner ID.
- Claims keyed directly into the web portal do not require EDI certification.

Need Help Logging In?

If you are unable to log in or complete registration, please reach out. Our support team is available to assist with registration, login issues, and other technical problems related to portal access.

For issues such as claim test failures, portal errors, or file formatting questions, please reach out using the contact information below. Ensure you are using the latest Companion Guides, which are available on the portal.

Call our Contact Center at (844) 366-4237, available Monday-Friday, 8 a.m.-5 p.m. EST. Or contact our help desk at DCEDI@gainwelltechnologies.com.

Key Dates:

- February 11, 2026: last day to send paper claims and appeals to Conduent
- February 20, 2026 at 3 pm: last day to send electronic claims to Conduent

- February 21 – March 1, 2026: transition period - do not submit claims during this time
- March 2, 2026: the new Gainwell portal is fully active - you must submit electronic claims via the new Gainwell portal at <https://medicaid.dc.gov>. After March 2, 2026, all paper claims and appeals will be submitted to Gainwell.

Training Reminder

Gainwell is hosting a series of training sessions to support your portal registration and EDI certification process throughout February. We strongly encourage you to attend training and review the available resources to ensure you are ready to submit claims using the new portal on March 2, 2026. See our web portal for training registration and enrollment instructions to get started.

Changes to Billing and Billing Manuals

As part of the transition, certain billing processes are changing. See Bulletin 01 – Billing Changes for a summary and our Billing Manuals reflecting these changes on our web portal. Review these carefully and attend the February training, titled “DC - Provider New Features and Enhancements (February) (ILC).”

We will continue to provide additional updates and resources throughout the transition to ensure you have the support and information you need. Thank you for your partnership as we move forward with this important transition.

Gainwell Technologies

Note: This email address, 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.