

interChange Provider Important Message

Attention: Acquired Brain Injury (ABI), Autism, CT Home Care (CHC), Personal Care Assistance (PCA) Waiver Service Providers and Community First Choice (CFC) Support and Planning (S&P) Coach Service Providers

IMPORTANT Information on the Medicaid Provider Re-enrollment Process

Waiver and CFC service providers seeking re-enrollment with CT Medicaid **must** also re-credential with GT Independence (GTI) once they receive notification from Gainwell Technologies. Re-enrollment reminders are sent to providers, via the contact email provided in your Medicaid Enrollment application, 6 months and 3 months prior to renewal dates. All ABI, Autism, CHC, PCA waiver and CFC S&P service providers must re-enroll every 2 years.

Providers who have received re-enrollment notifications and have not yet contacted GTI to re-credential, should immediately contact GTI via email at providercredentialing@gtindependence.com to begin the re-credentialing process.

Providers will be required to submit documentation and provide the contact information for the individual in your agency responsible for ensuring all documentation has been submitted for review in order to receive a credentialing approval letter to submit to Gainwell. More information about supporting documents and credentialing requirements are available [here](#). The completed application and all supporting documents should be emailed to providercredentialing@gtindependence.com.

All supporting documents requested by GTI are requirements for DSS' enrollment processes.

Providers must complete the re-enrollment process through the Gainwell secure provider portal. If assistance is needed with the Gainwell portal or help accessing and securing your re-enrollment ATN#, please contact the Gainwell Provider Assistance Center at 1-800-842-8440 or ctproviderenrollment@gainwelltechnologies.com.

Re-credentialing and completing your Medicaid re-enrollment application timely ensures you will continue to be properly reimbursed for the waiver or CFC services you are providing. **Please note that the entire process could take up**



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to 60-90 days or longer if insufficient information is provided with the re-enrollment/ re-credentialing application.

Please Note: The Department will not be extending enrollment end dates. Failure to re-enroll may result in an inability to receive payment for services. Providers who missed their re-enrollment end date and have had their contract deactivated must contact Gainwell at 1-800-842-8440 to request a reactivation of their re-enrollment ATN and contract extension. Failure to do so will prevent claims payment and further delay the timeline for re-enrollment.

ABI, CHC, PCA and CFC S&P providers please reference [PB 2024-84](#) for additional information. Autism Waiver Providers should refer to Provider Bulletin [PB 2024-58](#) for information regarding changes to Autism Waiver Credentialing.

