



1570 Grant Street
 Denver, CO 80203

How to Update Provider Email Address at Gainwell Technologies

Dear Medicaid Provider:

Providers utilizing Electronic Visit Verification (EVV) must have an accurate email address on file with DXC to receive system credentials and EVV communications. This document provides a walk-through updating both the provider service location email address and the provider mailing email address. Every provider has three official channels of communication:

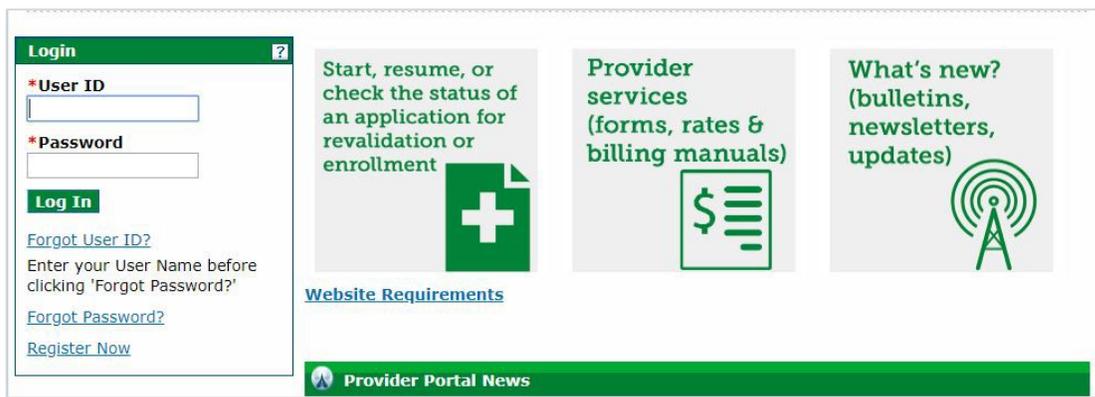
- **Service Location**
 - Generally utilized for service directories
 - Utilized by EVV for eTrac Credential Information
- **Mailing Address**
 - Generally utilized for official administrative communication
 - Utilized by EVV for programmatic communication
- **Billing Address** - for billing-specific communication
 - Generally utilized for billing-specific communication
 - Information on EVV **will not** be sent to this email

If provider administrators are not receiving EVV communications, it is the provider’s responsibility to update their email address for the **Mailing Address**. If provider administrators are not receiving their eTrac EVV credentials, it is the provider’s responsibility to update their email address for the **Service Location**. It is the provider’s responsibility to inform the owner of the **Billing Address** about EVV.

All provider communications regarding EVV will be through Gainwell Technologies and you must have a valid, updated Mailing Address to receive those communications. Although you may have received this communication through another outlet, it is important that you update your email through the Provider Portal for future Gainwell Technologies only communications.

Updating Email Through Provider Portal

- Login to [Provider Web Portal](#)



- Click Provider Maintenance in provider panel

User Details
Welcome
▶ [My Profile](#)
▶ [Manage Accounts](#)

Provider
Name
Provider ID
Location ID
▶ [Provider Maintenance](#)
▶ [EFT/ERA \(835\) Enrollment](#)
▶ [Disenroll](#)

Welcome Health Care Professional!

We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to benefits, answers to frequently asked questions, and the ability to search for providers.

Provider Portal News

- Click Provider Maintenance again in provider maintenance panel

Home Eligibility Claims Care Management Resources
Create Authorization View Authorization Status Maintain Favorite Providers

Home > Provider Maintenance Thursday 07/11/2019 02:28 PM MST

Provider Name	Provider ID	Location	Taxonomy
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Provider Maintenance
▶ [Provider Maintenance](#)
▶ [Provider Maintenance Status](#)



- Click Address Changes on the left-hand side

Home > [Provider Maintenance](#) > Provider Maintenance Instructions Thursday 07/11/2019 02:29 PM MST

Provider Name	Provider ID	Location
Taxonomy		

Provider Maintenance: Instructions ?

<p>Instructions</p> <p>Change of Ownership</p> <p>Specialty and Contact Information Changes</p> <p style="border: 2px solid red; padding: 2px;">Address Changes</p> <p>Provider Identification Changes</p>	<p>Use these pages to submit any changes to your organizational information. Please select the link on the left to access the information you would like to update. After all the necessary changes are made you must submit the changes from the Attachments and Submit page.</p> <p>Important information:</p> <ul style="list-style-type: none"> ▪ After you have updated the necessary provider information, please visit the Manage Accounts page to review and update (if necessary) your delegate information.
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Continue
Cancel

- To change the Mailing Address, for the main source of EVV Communications, click on the + next to the Mailing Address. To change the Service Address, for receiving eTrac credentials, click on the + next to the Service Address.

Provider Addresses

The provider addresses identify the location where a provider renders services, as well as locations that are used for billing and payment. At least one address must be selected as the primary address.

All Providers must enter a Service Location, Billing, and Mailing address.

Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the **"Add"** button. Click **"Remove"** to remove the entire row.

	Type	Address	City	State	Action
+	Service Location		BUENA VISTA	Colorado	
-	Billing		SALIDA	Colorado	
+	Mailing		SALIDA	Colorado	

You have reached the maximum number of addresses allowed for this list.

Go to Submit
Continue
Cancel



- Update email address and Click Save

Type	Address	City	State	Action
<input type="checkbox"/> Service Location		BUENA VISTA	Colorado	
<input type="checkbox"/> Billing		SALIDA	Colorado	
<input type="checkbox"/> Mailing		SALIDA	Colorado	

***Address Type** **Primary Address**

***Location Code**

***Mail To Name**

***Address**

***City** **County**

***State** ***Zip Code**

Primary Email **Confirm Email**

Secondary Email **Confirm Email**

Phone **Ext** **Phone** **Ext**

Phone **Ext** **Phone** **Ext**

How to Learn More

Information and updates about EVV can be found on the [EVV website](#). We encourage you to sign up for the [EVV newsletter](#) or visit the website often for the latest EVV news and any upcoming training announcements.

We look forward to working with you on successful EVV implementation. If you have questions about EVV please contact evv@state.co.us.

