

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 Gainwell Technologies 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:

- 1. Service Location
  - Generally utilized for service directories
  - Utilized by EVV for eTrac Credential Information and EVV communications
- 2. Mailing Address
  - Generally utilized for official administrative communication
  - Utilized by Gainwell Technologies
- 3. Billing Address
  - Generally utilized for billing-specific communication
  - Utilized by Gainwell Technologies

If provider administrators are not receiving eTrac EVV credentials or EVV communications, 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, up-to-date email address for the Service Location 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 <u>Gainwell Technologies only</u> communications.

### **Updating Email Through Provider Portal**

#### 1. Login to Provider Web Portal



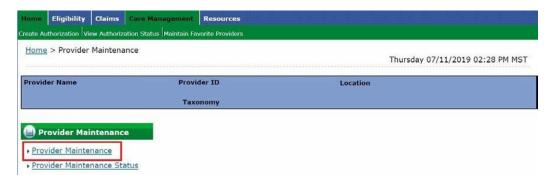
Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado. www.colorado.gov/hcpf



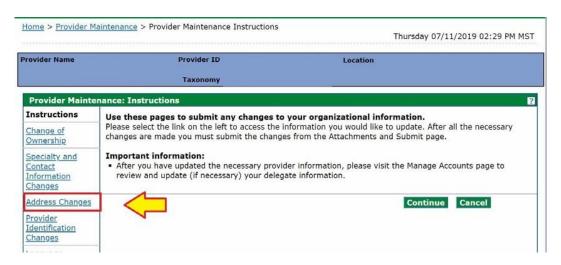
2. Click Provider Maintenance in provider panel



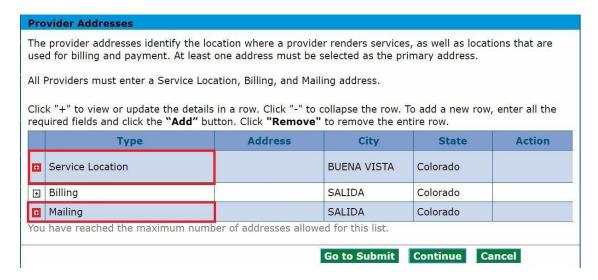
3. Click Provider Maintenance again in provider maintenance panel



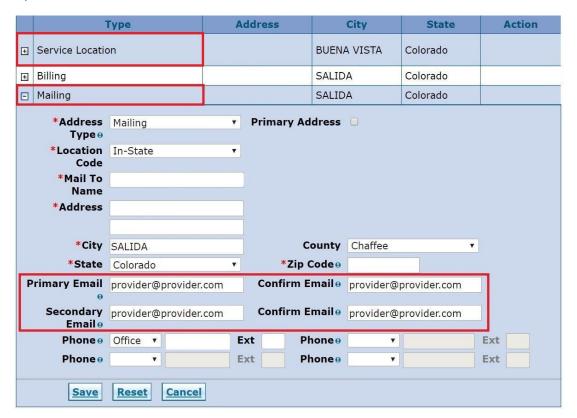
4. Click Address Changes on the left-hand side



5. To change the **Service Location**, for eTrac credentials and main source of EVV Communications, click on the + next to the Mailing Address. To change the **Mailing or Billing Address**, click on the + next to the Service or Mailing Address.



6. Update email address and Click Save



## How to Learn More

Information and updates about EVV can be found on the <u>EVV website</u>. We encourage you to sign up for the <u>EVV newsletter</u> or visit the website often for the latest EVV news and any upcoming training announcements. If you have questions about EVV, please contact <u>evv@state.co.us</u>.