



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 Gainwell Technologies only communications.

Updating Email Through Provider Portal

1. Login to [Provider Web Portal](#)

The screenshot shows the Provider Web Portal login interface. On the left is a 'Login' form with fields for '*User ID' and '*Password', a 'Log In' button, and links for 'Forgot User ID?', 'Forgot Password?', and 'Register Now'. Below the form is a 'Provider Portal News' banner. To the right of the login form are three informational cards: 'Start, resume, or check the status of an application for revalidation or enrollment' with a green plus icon; 'Provider services (forms, rates & billing manuals)' with a dollar sign icon; and 'What's new? (bulletins, newsletters, updates)' with a radio tower icon. A 'Website Requirements' link is located below the first card.

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2. Click Provider Maintenance in provider panel

The screenshot shows a user interface for a provider. On the left, there is a navigation menu with sections: 'User Details' (containing 'Welcome', 'My Profile', and 'Manage Accounts'), 'Provider' (containing 'Name', 'Provider ID', 'Location ID', 'Provider Maintenance', 'EFT/ERA (835) Enrollment', and 'Disenroll'), and 'Provider Portal News'. The 'Provider Maintenance' link is highlighted with a red rectangular box. On the right, there is a 'Welcome Health Care Professional!' message with a photo of a doctor and a patient, and a paragraph of text stating: '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.'

3. Click Provider Maintenance again in provider maintenance panel

The screenshot shows the 'Provider Maintenance' page. At the top, there are tabs for 'Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. Below the tabs are links: 'Create Authorization', 'View Authorization Status', and 'Maintain Favorite Providers'. The breadcrumb trail is 'Home > Provider Maintenance'. The date and time are 'Thursday 07/11/2019 02:28 PM MST'. Below this is a table with columns: 'Provider Name', 'Provider ID', 'Location', and 'Taxonomy'. At the bottom, there is a 'Provider Maintenance' section with a sub-menu where 'Provider Maintenance' is highlighted with a red box, and 'Provider Maintenance Status' is also visible.

4. Click Address Changes on the left-hand side

The screenshot shows the 'Provider Maintenance Instructions' page. The breadcrumb trail is 'Home > Provider Maintenance > Provider Maintenance Instructions'. The date and time are 'Thursday 07/11/2019 02:29 PM MST'. Below this is a table with columns: 'Provider Name', 'Provider ID', 'Location', and 'Taxonomy'. The main content area is titled 'Provider Maintenance: Instructions' and contains the following text: '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.' Below this is an 'Important information:' section with a bullet point: 'After you have updated the necessary provider information, please visit the Manage Accounts page to review and update (if necessary) your delegate information.' At the bottom right, there are 'Continue' and 'Cancel' buttons. On the left, there is a list of links: 'Change of Ownership', 'Specialty and Contact Information Changes', 'Address Changes', and 'Provider Identification Changes'. The 'Address Changes' link is highlighted with a red box, and a yellow arrow points to it from the right.

- 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.

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
+	Service Location	BUENA VISTA	Colorado	
+	Billing	SALIDA	Colorado	
+	Mailing	SALIDA	Colorado	

***Address Type** Primary Address

Mailing ▼

***Location Code** ▼

In-State

***Mail To Name** ▼

***Address** ▼

***City** ▼ **County** ▼

SALIDA Chaffee

***State** ▼ ***Zip Code** ▼

Colorado

Primary Email ▼ **Confirm Email** ▼

provider@provider.com provider@provider.com

Secondary Email ▼ **Confirm Email** ▼

provider@provider.com provider@provider.com

Phone ▼ **Ext** **Phone** ▼ **Ext**

Phone ▼ **Ext** **Phone** ▼ **Ext**

Save
Reset
Cancel

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. If you have questions about EVV, please contact evv@state.co.us.