

Dear Providers,

Effective today, May 1, 2025, OptumInsight (Optum) is the operator of the [Provider Services Call Center](#).

What is Different:

- **Phone Number:** The Provider Services Call Center phone number has changed. The new phone number is 1-833-468-0362. The phone number has been updated on the [Provider Contacts web page](#).
- **Business Hours:** The business hours for the Provider Services Call Center are 8:00 a.m. - 5:00 p.m. MT Monday – Friday.
- **Change of Vendor:** Providers will no longer contact Gainwell Technologies (Gainwell) for assistance.

What is the Same:

Provider Processes: Although the vendor answering calls, the phone number, and a one (1)-hour change to the hours of operation for the Provider Services Call Center are different, provider processes for working with Colorado Medicaid are the same.

Optum agents have been trained to assist providers with questions about all topics that are important to providers. Providers will continue to receive assistance with topics typically asked of the Provider Services Call Center. These include billing and claims submissions, member eligibility, enrollment, revalidation or technical support for the [Provider Web Portal](#).

There are no changes to the Provider Web Portal for claims submission, provider payments, provider enrollment and revalidation. However, Secure Correspondence is no longer available in the Provider Web Portal. Providers may contact the Provider Services Call Center with any questions they would otherwise have sent through secure correspondence.

What to Expect During the Provider Services Call Center Transition:

The Department of Health Care Policy and Financing (the Department), in partnership with Gainwell and Optum, has worked to minimize disruption to providers.

Given the complexity and breadth of information that call center agents must assist with, there may be an initial phase during which agents need additional time to research caller questions. To reduce

wait times, providers can select the new "virtual hold" option to hang up the phone while keeping their place in line and receive a call back when an agent is available.

Providers are encouraged to note the "case number" given by the agent during a call. The case number can be referenced by the provider and by the call center agent if the agent needs to conduct additional research, or if the provider needs to place a follow-up call.

The Department is committed to supporting providers through this transition and will publish updates through regular provider communications.

Thank you,

Department of Health Care Policy & Financing