



November 9, 2020

Web Announcement 2348

## Attention All Providers: Reminder Regarding Nevada Medicaid Fiscal Agent Company Name Change to Gainwell Technologies

Reminder to [Web Announcement 2326](#): Effective October 1, 2020, Veritas Capital purchased the Medicaid Fiscal Agent business from DXC Technology. Under Veritas, the Medicaid Fiscal Agent business has been named Gainwell Technologies. Very few changes related to this transition will impact Nevada Medicaid providers and recipients.

Gainwell Technologies will continue to perform all responsibilities as the Nevada Medicaid Fiscal Agent with no interruption in services, including providing call center support, provider communication, billing instructions and reference documents through the [www.medicaid.nv.gov](http://www.medicaid.nv.gov) website, provider enrollment, prior authorizations, provider training, etc. Call Center Representatives will continue to identify themselves as Nevada Medicaid as they do now, instead of by the Fiscal Agent company name.

### UPDATES:

1. **Providers are asked to be aware that email addresses to contact the Fiscal Agent staff have changed to reflect Gainwell instead of DXC.** The person's email name remains the same, but the domain has changed from the "dxc.com" domain to the "gainwelltechnologies.com" domain. Please begin using the gainwelltechnologies.com domain. Providers may continue to use dxc.com as both of these domains are currently valid. A future web announcement will notify providers when the dxc.com can no longer be used.
2. The following group email addresses providers use for EDI support, provider training, peer-to-peer review requests and provider enrollment will be impacted, but have not yet changed to the gainwelltechnologies.com domain. Please continue to use the following email addresses using the dxc.com domain until further notice:
  - [NVMMIS.EDIsupport@dxc.com](mailto:NVMMIS.EDIsupport@dxc.com)
  - [nevadaprovidertraining@dxc.com](mailto:nevadaprovidertraining@dxc.com)
  - [nvpeer\\_to\\_peer@dxc.com](mailto:nvpeer_to_peer@dxc.com)
  - [nv.providerapps@dxc.com](mailto:nv.providerapps@dxc.com)

A future web announcement will be published to notify providers when the dxc.com email domain will no longer be accepted.

If you have any questions regarding this transition, please reach out to the Nevada Medicaid Provider Customer Service Call Center at (877) 638-3472.