



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: March 3, 2026
Subject: DHCF Fiscal Agent Transition to Gainwell – Portal Access & Registration Required

Dear Provider,

As of March 1, 2026, the District of Columbia Department of Healthcare Finance (DHCF) transitioned to a new Medicaid Management Information System (MMIS) and moved from Conduent to Gainwell as its fiscal agent. Access to the Gainwell Provider Web Portal requires Trading Partner registration.

The portal is available at: <https://medicaid.dc.gov>.

Please update your bookmarks to ensure you are using the correct address.

Trading Partner Registration Is Required To:

- Access training schedules and materials
- Download companion guides and provider manuals
- Contact the provider help desk
- Submit claims for certification
- Verify Medicaid eligibility
- Check claim status
- Submit appeals
- Download 835 remittance files

Failure to register may result in delays in eligibility verification, claim submission, or other Medicaid transactions.

This transition is managed by DHCF. For portal access assistance and registration instructions, please visit medicaid.dc.gov.

AmeriHealth Caritas DC processes, including NaviNet access, remain unchanged unless otherwise communicated.

Questions

If you have questions about this communication, please contact the Provider Services department at 202-408-2237 or your Provider Account Executive. Thank you for your continued support and commitment to the care of our enrollees.

Sincerely,

AmeriHealth Caritas DC

