



IDAHO DEPARTMENT OF HEALTH & WELFARE

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MEDICAID INFORMATION RELEASE MA26-17

To: Medicaid Providers

From: Sasha O'Connell, Deputy Director

Subject: Managed Care Provider Enrollment with the State Medicaid Agency Deadline Approaching

Under federal rule and the Social Security Act, Idaho Medicaid is required to enroll managed care providers with the State Medicaid Agency and execute a provider agreement. On January 20, 2026, the department published information release [MA26-01 Managed Care Provider Enrollment – Amended](#) with details about this change, including next steps for enrollment.

Providers with provider specialties and taxonomies listed in the [Provider Types and Specialties](#), Idaho Medicaid Provider Handbook **MUST** enroll with Idaho Medicaid's vendor Gainwell Technologies (GWT) to continue to provide services to Medicaid members. If your billing NPI is associated with one of the specialties in the crosswalk, you must enroll under one of those specialties. Additionally, businesses need to enroll every NPI they intend to bill to the Managed Care Organization (MCO). Exceptions include:

- If all your provider type and specialties are not listed in the handbook, you do not need to enroll at this time.
- If you are already enrolled as a crossover-only provider, you do not need to change your enrollment.
- Facilities and groups that require rendering providers are exempt from enrollment when individuals are Ordering, Referring or Prescribing (ORP) providers only. However, the individual ORP providers under these facilities or groups are still required to enroll.
- Indian Health Service providers aren't required to enroll or contract with MCOs.
- **Payment with the MCO may be suspended or denied effective August 31, 2026 if you aren't completely enrolled with GWT. Your provider agreement may also be terminated.**

Providers enrolled by September 30, 2026, may be eligible to receive retroactive enrollment on a case-by-case basis effective back to April 1, 2026.

Next Steps

If you aren't enrolled with Gainwell Technologies under all NPIs with a provider type and specialty in the crosswalk, please begin your application immediately to avoid delay in payment and possible termination from the MCO.

Enrollment checklists and user guides are provided to help Providers with the enrollment process. Please visit the [Prospective Providers and Enrollment](#) resources page on www.idmedicaid.com for support. The [MA26-01 Managed Care Provider Enrollment – Amended](#) information release includes guidance, including a list of frequently asked questions for enrollment.

If you have additional questions or experience issues with any part of the enrollment process, please reach out to:

Gainwell Technologies – Idaho Provider Enrollment Team

Email: IDProviderEnrollment@gainwelltechnologies.com

Phone: 1-866-686-4272, option 1

For general questions about managed care please reach out to the following:

Non-emergent Medical Transportation (NEMT)

Email: MedicaidTransport@dhw.idaho.gov

Phone: 800-296-0509

Dental

Email: MedicaidDental@dhw.idaho.gov

Phone: 208-364-1824

Idaho Behavioral Health Plan (IBHP)

Email: IBHP@dhw.idaho.gov

Phone: 866-681-7062

Duals (Medicare Medicaid Coordinated Plan or Idaho Medicaid Plus)

Email: IdahoDuals@dhw.idaho.gov

Phone: 877-799-4430

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