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Eric Friedlander
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Dear Waiver Provider,

To ensure full transparency among all Kentucky Medicaid providers, Gainwell Technologies is notifying 1915(c) Home and Community Based Services (HCBS) waiver providers of its partnership with the Cabinet for Health and Family Services (CHFS) Department for Medicaid Services (DMS) to implement and maintain a comprehensive Utilization Management (UM) program for Kentucky's fee-for-service members. The new UM program will add a new provider portal used for prior authorization (PA) requests by non-waiver providers and an updated customer service line available to all members and providers.

1915(c) HCBS authorizations and related policies will be minimally impacted due to the previous system modernization which occurred with the implementation of Medicaid Waiver Management Application (MWMA). Here is a quick overview of what will and will not change:

- Waiver providers and case managers/support broker/service advisors will continue to use MWMA.
- Case managers will continue to approve most services using the service authorization process implemented in 2019.
- Services requiring CHFS review will be reviewed by Gainwell Technologies.
 - Waiver providers and case managers/support brokers/service advisors with questions about reviewed services will contact Gainwell Technologies at the new customer service line.

As we approach the launch, additional communications will be sent out to keep you informed. We are excited to present, train, and support Kentucky Medicaid providers on the enhanced Kentucky UM Program.

If you have any questions please reach out to the Gainwell Team at KYUMTraining@carewisehealth.com.