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DHS Announces Transition of Medicaid Provider Enrollment to Gainwell Technologies

U.S. VIRGIN ISLANDS — The Virgin Islands Department of Human Services (**VIDHS**) announces that effective Monday, March 2, 2026, provider enrollment services for the **U.S. Virgin Islands Medicaid Program** will transition to **Gainwell Technologies**. Gainwell is a national provider of technology and operational services supporting Medicaid programs and other health and human services agencies across the United States. The company specializes in claims processing, provider enrollment and screening, data analytics, program integrity support, and customer service solutions designed to enhance efficiency and regulatory compliance.

Under this transition, Gainwell Technologies will assume **full responsibility** for all Medicaid provider enrollment activities, including application processing, provider screening and verification, revalidation, portal management, and provider enrollment-related technical assistance.

The transition represents a significant advancement in strengthening the Territory's Medicaid operations. By centralizing provider enrollment functions with Gainwell Technologies, the Department enhances compliance with federal **Centers for Medicare & Medicaid Services (CMS)** requirements, strengthens program integrity safeguards, and improves overall operational efficiency within the Medicaid program.

Medicaid eligibility for beneficiaries **will not be affected, nor** will current provider participation **be disrupted**. Providers will receive direct communication outlining updated enrollment processes, system access, and available technical support.

“This milestone reflects our ongoing commitment to strengthening and modernizing **Medicaid operations** in the Virgin Islands,” said **Commissioner Averil George** of the Virgin Islands Department of Human Services. “Partnering with Gainwell enhances compliance, accountability, and ensures beneficiaries continue to have access to qualified providers.”

Gary A. Smith, Director of the U.S. Virgin Islands Medicaid Program, added, “Moving provider enrollment to Gainwell improves efficiency, strengthens oversight, and aligns our operations with federal standards set by the Centers for Medicare & Medicaid Services.”

For additional information, providers may contact **Gainwell Technologies** directly through the updated provider enrollment portal or customer support channels:

- **Gainwell Provider Enrollment Team**
Email: USVIProviderEnrollment@gainwelltechnologies.com
Toll-Free Number: 833-579-9299

The Department of Human Services (**VIDHS**) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources, please visit the Department's website at www.dhs.gov.vi or on Facebook (<https://www.facebook.com/usvidhs>).