

A L E R T

September 5, 2025

TO: All Providers

RE: Total Gainwell System Outage for MMIS – Scheduled Maintenance

Please be advised that the Medicaid Management Information System (MMIS), operated by Gainwell, will undergo scheduled maintenance that will result in a **complete system outage**. During this time, all access to Medicaid systems will be unavailable.

Outage period:

- **START for Non-Pharmacy:** Friday, September 19, 2025, at 6:00 p.m. (Central Time)
- **START for Pharmacy Point of Sale:** Friday, September 19, 2025, at 9:00 p.m. (Central Time)
- **END:** Monday, September 22, 2025, at 6:00 a.m. (Central Time) **or sooner**

A provider ALERT will be published when the system is available.

Impact:

- No access to provider, recipient or enrollment portals
- Claims submission and processing will be unavailable
- Eligibility verification and related transactions will be unavailable

We encourage providers to plan accordingly for this downtime. Normal operations will resume once maintenance is complete.

All systems will be down during this window.

During the maintenance window the Provider Assistance Center (PAC) at (800) 688-7989 and Electronic Medicaid Claims (EMC) Helpdesk at (800) 456-1242 will be available Saturday, 9 a.m. to 5 p.m. (Central Time) and Sunday, 10 a.m. to 5 p.m. (Central Time).