

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202447 APRIL 18, 2024

Gainwell Technologies team moving office location in Indianapolis

The Indiana Gainwell Technologies team will be moving their physical location this year. This move will allow Gainwell to continue service to the Indiana Family and Social Services Administration (FSSA) and Indiana Health Coverage Programs (IHCP) in a more efficient manner.

Moving activities will be conducted in phases, with the nonnegotiable requirement of **zero interruption** to the services provided to Gainwell's stakeholders. While the move is anticipated to be complete in July, Gainwell is working hard to ensure a smooth and seamless transition. Although this move will have no impact for nearly all stakeholders, Gainwell is providing this notice of the move and what to expect in the near future.

If you correspond directly with Gainwell via mail, you will be receiving an updated list of P.O. Box addresses, featuring a crosswalk between how operations are today and what they will be in the future. **This information will be provided no later than April 30, 2024**, via a future IHCP bulletin, as well as a variety of other communication mediums. While Gainwell is moving its operations in July, prior mail options will remain available until stakeholders have had ample time to accommodate this change.

If you are concerned or have questions about the move, please reach out to Gainwell via email at INXIX-Move2024@gainwelltechnologies.com.



QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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