

A L E R T

May 17, 2022

TO: All Providers

RE: Discontinuation of Internet Explorer Support

Effective June 7, 2022, providers will no longer be able to access the Medicaid Interactive Web Portal using Microsoft Internet Explorer (IE). At that time, the Medicaid Interactive Web Portal will officially support the Microsoft Edge browser and may also be accessed with other modern browsers.

What Does that Mean to Me?

If you are currently using IE, we strongly recommend you update to the Microsoft Edge web browser. When changing browsers, it is important to familiarize yourself with the various user interfaces and navigational changes.

If you are presently using a browser other than IE, there will be no changes when utilizing the Medicaid Interactive Web Portal.

Providers with questions concerning the upcoming change can submit them to the following email address: interChangeTesting@gainwelltechnologies.com.