

A L E R T

September 20, 2025

TO: All Providers

RE: MMIS Systems Scheduled Maintenance COMPLETE

Please be advised that the maintenance of the Medicaid Management Information System (MMIS), operated by Gainwell, has been completed.

All MMIS are available and fully operational.

If you have concerns/questions, please contact Gainwell at:

- Provider Assistance Center (PAC) at (800) 688-7989
- Electronic Medicaid Claims (EMC) Helpdesk at (800) 456-1242
- Recipient Call Center (RCC) at (800) 362-1504