



Department of
Medicaid

Pharmacy services provided by:



Ohio SPBM Pharmacy Providers,

As communicated on October 13, 2022, Gainwell Technologies, as Ohio Medicaid's Single Pharmacy Benefit Manager (SPBM), previously processed claim reversals on the following financial cycle after the submission of the original claim. This resulted in a one-week delay in recouping funds resulting from the reversals. In order to process a reversal, the original claim must first have been processed through a financial cycle. This process has been modified beginning with financial cycle #4, meaning that as of this cycle, reversals will net against original claims simultaneously within the same financial cycle.

ODM and Gainwell have identified a discrepancy whereby many claim reversals submitted by providers as part of the first three (3) financial cycles (from dates of service 10/1/2022 through 10/21/2022) were not processed, resulting in claim reconciliation not occurring. This specifically impacted those reversals whereby the reversal was submitted during the same financial cycle as the original claim.

Gainwell SPBM will be processing these reversals and recouping these funds beginning with the 11/11/22 financial cycle (affecting payments made on 11/17/22). As a convenience to providers, balances owed will be offset against current claims. Gainwell will continue to perform this offset until the balance is satisfied. If providers still have an outstanding balance after the following three (3) financial cycles have processed (11/11/22, 11/18/22 and 11/25/22), we may require the balance to be refunded via check or ACH no later than 12/9/22. Additional details will be communicated to these affected providers later this month.

Details of the recoupments can be found on the provider's remittance advice or 835, where each transaction will be itemized for reconciliation purposes.

If you have questions, please contact the Gainwell SPBM Customer Service Center at 833-491-0344 or email OH_MCD_PBM@gainwelltechnologies.com.

Thank you,

Gainwell Technologies