Vermont Medicaid Account:
Gainwell Technologies Full-time Equivalent (FTE) per Role

Account Manager
(1)

Business Services Leader
(1)

Account Delivery Leader
(1)

Financial Services Leader
(1)

Financial & Third-Party Liability (TPL) Team
(9)

Office Support
(3)

Claims & Policy Support
(2)

Claims Resolutions
(7)

Document Control
(8)

Quality Manager
(1)

Reference / UR
(3)

Utilization Review
(1)

Provider Services Leader
(1)

Provider Call Center
(7)

Provider Enrollment
(9)

Provider Reps
(5)

Publications Coordinator
(1)

Infrastructure Services Leader
(1)

Privacy & Security Officer
(1)

Shared Services Teams
(primary POC count per team)

Batch Operators
(2)

Database Administrator (DBA)
(1)

Logical Access
(1)

System Administrator (SA)
(1)

other remote teams:
cloud managed services
network admins
vendors

Application Services Leader
(1)

Projects Manager
(1)

Apps Team

MMIS (14)

BIAR (5.5)

MAPIR (.5)

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