

# EMAILING THE HIPPA UNIT

## IMPORTANT INFORMATION

### HEALTH INSURANCE PREMIUM PAYMENT (HIPPA) PROGRAM

The HIPPA Program is pleased to provide an email address for submission of premium payment documentation and correspondence. You may also continue to utilize fax or mail.

[HIPPGA@GAINWELLTECHNOLOGIES.COM](mailto:HIPPGA@GAINWELLTECHNOLOGIES.COM)

The HIPPA Unit will have online confirmation of your emailed information, the ability to provide instant encryption of your data for privacy protection, and instant imaging for document retention.

In order for your documentation to be viewed and/or processed more timely, please consider the following when sending your documentation and correspondence:

1. Similar to the mail and fax process, this email address is for the purpose of submitting HIPPA related documentation attachments only. Please do not type messages in the body of the email. Any additional messages can be typed on a separate document that can also be submitted as an attachment.
2. The preferred method for attachments is PDF format. PDF is a format that cannot be modified or altered during the email and receipt process.
3. Please make sure your documents are clear and legible.
4. Your data is encrypted for privacy protection. It is not necessary to send secured email messages.
5. Gainwell Technologies will send an auto response message for all received email messages. You should expect an auto response for each sent email. If you do not receive an auto response please confirm you have the correct email address and your attachments are the preferred document type (PDF).
6. While it is not required, it is recommended you contact the HIPPA Unit the next business day to confirm receipt of your document attachments.

For faster processing of your documentation, please choose from the following subjects to appear on the subject line of your email:

- **Premium payment documentation** (paystubs, etc.)
- **New application**
- **Case review documents**
- **Member outreach** (address change forms, policy change letters)

**IF YOU HAVE ANY QUESTIONS, COMMENTS, OR CONCERNS, PLEASE  
CALL THE HIPPA UNIT AT 678-564-1162, OPTION 1.**



#### HIPPA UNIT

100 Crescent Centre Parkway  
Suite 1000  
Tucker, GA 30084

Phone: (678) 564-1162, Option 1  
Fax: (800) 817-1769

Email:

[hippga@gainwelltechnologies.com](mailto:hippga@gainwelltechnologies.com)  
(attachments only – preferred method  
is PDF format)