

From: <WVBTTinfo@gainwelltechnologies.com>

Date: Thu, Mar 26, 2026 at 2:00 PM

Subject: Submitting Updated Liability Insurance and License Documents When They Renew

To:

Dear Direct Service Practitioners and Service Coordinators:

During a recent review of provider records, we discovered that many liability insurance policies and professional licenses/certificates expire at times other than the annual re-enrollment period. Active liability insurance and a current professional license/certificate must be on file with Gainwell Technologies for all WV Birth to Three direct service practitioners and service coordinators.

To keep records current, we are asking everyone to send a copy of any renewed liability insurance certificates or professional licenses/certificates as soon as it is renewed, even if the renewal occurs before the yearly re-enrollment.

When your policy renews, please send a copy to Gainwell Technologies via encrypted email at wvbtttenroll@gainwelltechnologies.com within 10 days of receipt of the renewal.

If your current insurance and license are already on file, no action is needed. We appreciate your help in keeping your insurance and license updated. Keeping the records accurate protects both you and the children and families we serve.

If you have any questions or need assistance, please reach out to your Technical Assistance Specialist. Thank you for your continued dedication to supporting children and families across the state. We truly appreciate your partnership.

The WVBTT State Team