

# Enrollment Tips for Providers

March 16, 2020

# Updates to Enrollment Application

- The Delaware Medical Assistance Portal Enrollment process has been enhanced to include a section to subscribe to Notify Me at the time of enrollment and revalidation.
- On the first page of the enrollment section, directly under the "Contact Information" section, you will see the new *Subscribe for Notify Me* section.
- You will need to add and confirm the email address of the ENROLLING Provider and select the notification options to receive. We suggest choosing "Select All."

### Subscribe for Notify Me

We will send DMAP notifications to the e-mail address provided below.

\* Indicates a required field.

\*E-mail Address

\*Confirm E-mail Address

[Select All](#) | [Deselect All](#)

Special Bulletins / Alerts

Manual Updates

Dental

Pharmacy

NOTE: If you are a Registered Provider/Delegate/Trading Partner, log into the Portal then update your Notify Me Subscription.

[Continue](#) [Finish Later](#) [Cancel](#)

# Helpful Tips for Submitting a Successful Enrollment Application

## Individual Provider:

- **Disclosure**

- For an individual provider, make sure to only include the enrolling provider's information in question #4 of the disclosure statement.
- Do not use N/A or placeholder data on the Disclosure. All information submitted must be accurate and up to date.

- **Secure Upload Attachments**

- In addition to the attachments requested on the Portal, make sure to attach the following:
  - Professional license
  - Drug Enforcement Administration (DEA) license, if applicable
  - Collaborative Agreement (Nurse Practitioner)
  - **Note:** DMAP reserves the right to request secondary identification.

***Individual providers do not need to enroll with multiple service locations. They must be linked to the group under the service location where they are practicing.***

# Group Enrollment

- **Disclosure**

- A group enrollment must include any individual(s) with 5% or more controlling interest/ownership or managing employee in question #4 of the disclosure statement. In addition to the individual(s) listed in question #4, the parent company(ies) of the enrolling group/facility must be listed, if applicable.
- All disclosed individuals/companies must be added on the disclosure statement; they cannot be added as an attachment.
- Do not use N/A or placeholder data on the Disclosure. All information submitted must be accurate and up to date.

- **Secure Upload Attachments**

- In addition to the attachments requested on the Portal, make sure to attach the following:
  - Business license or proof of 501C status
  - Official Tax ID letter

***Groups must enroll every service location and link the individual providers to the correct service location where they are practicing.***



- **Save Your Application**

- Make sure to save your application often. Keep your password, Application Tracking Number (ATN), and Tax ID (SSN for individual) in a safe place.
  - The password, ATN and Tax ID (SSN for Individual) are also needed if an upload bearing additional information is necessary ***after the application is submitted***.
  - The application password cannot be reset. If a saved, but not submitted, application is not accessible because of the password, the application will need to be redone.

- **Duplicate Error Message**

- DMAP has found that this a common error when ***more than one phone number is added for the same section***. Only use one phone number per section.

- **Provider Addresses**

- Do not use “C/O” or “Attention” in any address line for the Service Location.
- Use complete zip codes, including the 4-digit extension. Addresses should always be listed as they are in accordance to the USPS website.
  - **[https://tools.usps.com/go/ZipLookupAction\\_input](https://tools.usps.com/go/ZipLookupAction_input)**
- "Pay-To" Name should match the payee name on the entities 1099 form.

- **License**

- Do not list “N/A” or placeholder data in the license field as this will cause the application to Auto Deny.

# Revalidations

- **Providers will receive a letter in the mail 60 days prior to their revalidation date. The revalidation letter is mailed to the “Mail To” address on file for the provider.**
- **Providers will need to log in to the Portal using the account associated with the ID to revalidate. The ID to revalidate is located at the top of the Revalidation Letter.**
- **Revalidations cannot be completed by a delegate account.**
- **Complete the entire application and upload all required attachments.**
- **The Disclosure Statement will prepopulate with the information currently on file. Providers will need to open and complete the Disclosure Statement on every Revalidation Application. Failure to update the Disclosure Statement will cause the application to deny.**
- **If the Revalidation Application is not completed by the revalidation date, the provider will be terminated with DMAP and they will need to complete an initial enrollment application to re-enroll.**
- **The Revalidation Application and Disclosure Statement will prepopulate with all priorly submitted information. Much of the content is read-only. However, there is a limited number of updateable fields—including, but not limited to—adding a contact, making changes for Notify Me, and completing the Disclosure Statement. *Service Location* is not updateable.**



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Medicaid & Medical Assistance

July 21, 2017

Provider ID

PO BOX  
WILMINGTON, DE 19805-7170

**IMPORTANT NOTICE — PROVIDER REVALIDATION  
DEADLINE 09/19/2017**

Dear Provider:

Our records indicate that [redacted] is due to revalidate enrollment with Delaware Medical Assistance Program (DMAP) on 09/19/2017. If revalidation is not completed by 09/19/2017, the provider's enrollment with DMAP will be terminated effective 09/19/2017. Services provided to members enrolled in DMAP for dates of service on and after 09/19/2017 will not be paid.

To submit a revalidation request, providers should do the following:

- Go to the secure Portal at <https://medicaid.dhss.delaware.gov> select the Provider Revalidation link under the Providers box on the left side of the home page.
- Log in to a secure Portal account, or create a secure Portal account if the provider does not already have one.
- Once logged in to a secure Portal account, select the "Revalidate Your Provider Enrollment" link under Home Page.
- Enter the provider's identifying information to access the correct enrollment.
- Complete the revalidation panels.

Providers are able to track the status of their revalidation after the materials are submitted by going to the secure Portal at <https://medicaid.dhss.delaware.gov> and selecting the Enrollment Tracking Search link from the Providers box on the left-hand side of the page and entering their ATN

Thank you for your cooperation and your continued service to DMAP members. If you have any questions, please call Provider Services at (800) 999-3371 and select option 0, option 4.

Sincerely,

Provider Services Department

PRV-9060-R

Sample Document

# Revalidations

- Select the *Revalidation* link on the left side of the homepage to launch the Revalidation Application. The *Revalidation* link is only accessible 60 days prior to the revalidation date.

The screenshot shows the State of Delaware Health and Social Services website. The header includes the State of Delaware logo and the text "The Official Website of the First State". Below the header is the "DELAWARE HEALTH AND SOCIAL SERVICES" logo and "Division of Medicaid & Medical Assistance". A navigation bar contains links for "My Home", "Eligibility", "Claims", "Care Management", "Patient Health History", "Files Exchange", and "Resources". The main content area is titled "My Home" and includes a search bar, a date "Wednesday 07/12/2017 04:17 PM EST", and a "Logout" link. A "Provider Name" field is visible. A "Welcome Health Care Professional!" message is displayed, along with a "Broadcast Messages" section containing a warning: "DMES Testing: Provider message cannot be saved with security set to unsecure (public) or both". A "Revalidate your Provider Enrollment" link with a warning icon is circled in red. The footer contains links for "Delaware.gov", "Privacy", "Contact", and "Phone Directory".

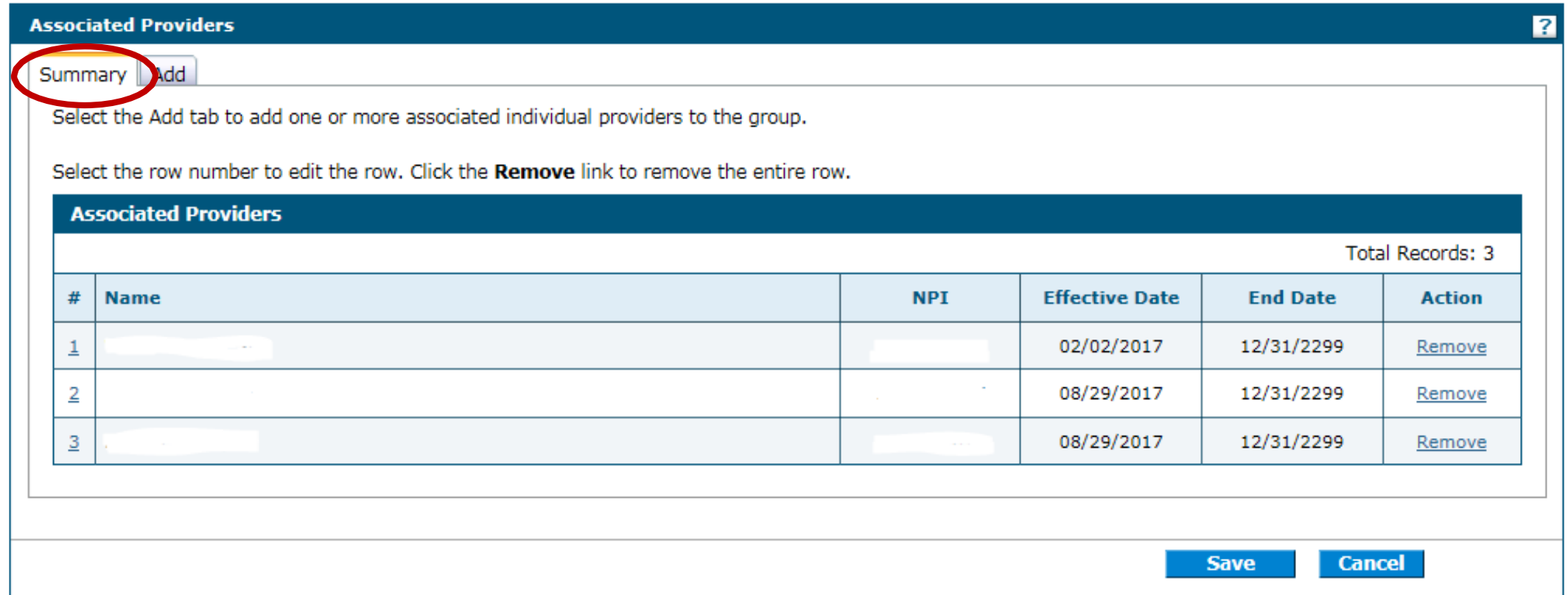
# How to Link an Individual to a Group

- Log in to the Group account associated with the correct service location
- Select *Associated Providers* link on the bottom left of the homepage

The screenshot displays a user interface for a healthcare professional. On the left, there is a vertical navigation menu with three main sections: 'User Details', 'Provider', and 'Provider Services'. The 'User Details' section includes 'Welcome', 'My Profile', and 'Manage Accounts'. The 'Provider' section includes 'Name', 'Provider ID', 'Location ID', 'Characteristics', and 'Enrollment'. The 'Provider Services' section includes 'Member Focused Viewing', 'Search Payment History', 'Associated Providers' (circled in red), and 'Search Documents'. The main content area on the right features a 'Welcome Health Care Professional!' message, a 'Broadcast Messages' section with a warning about DMES testing, and two notification links: 'Notify Me' and 'Secure Correspondence'.

# How to Link an Individual to a Group, continued

- The *Summary* tab lists all providers currently linked to the group



The screenshot shows a web interface titled "Associated Providers". At the top, there are two tabs: "Summary" and "Add". The "Summary" tab is highlighted with a red circle. Below the tabs, there is instructional text: "Select the Add tab to add one or more associated individual providers to the group." and "Select the row number to edit the row. Click the **Remove** link to remove the entire row." Below this text is a table with the following columns: "#", "Name", "NPI", "Effective Date", "End Date", and "Action". The table contains three rows of data. At the bottom right of the interface, there are "Save" and "Cancel" buttons.

Associated Providers						Total Records: 3
#	Name	NPI	Effective Date	End Date	Action	
<a href="#">1</a>	[Redacted]	[Redacted]	02/02/2017	12/31/2299	<a href="#">Remove</a>	
<a href="#">2</a>	[Redacted]	[Redacted]	08/29/2017	12/31/2299	<a href="#">Remove</a>	
<a href="#">3</a>	[Redacted]	[Redacted]	08/29/2017	12/31/2299	<a href="#">Remove</a>	

# How to Link an Individual to a Group, continued

- Select the *Add* tab
- Select *MCD* or *NPI* from the ID Type dropdown
- Search for individual provider using their MCD (Medicaid ID/Location ID) – *Enter the MCD or NPI and select the spy glass*

**Associated Providers** [?]

Summary Add

Enter information for the individual being added.

Select the Summary tab to return to view the list of associated individual providers and to continue to the next page.

\* Indicates a required field.

\*Group Effective Date   Group End Date 12/31/9999

\*Provider ID   \*ID Type

Name \_

Taxonomy \_

**Individual Providers must be linked to every service location where they are treating members**

- Any requests for backdating of group affiliation must be sent via Secure Correspondence under the Individual Provider. Make sure to include all MCDs for the group, the requested effective date, and reason for request to backdate group affiliation.

# How to Link an Individual to a Group, continued

- Select the *NPI* hyperlink for the line to link

**Provider ID Search** [Back to Enrollment](#) ?

Search By ID | Search By Name | Search By Organization

\* Indicates a required field.

\*Provider ID  \*Provider ID Type

Taxonomy

**Search Results: NPI 1720067077** ?

Total Records: 3

<u>Provider ID</u> ▲	<u>Provider Name</u>	<u>Taxonomy</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip Code</u>
<a href="#">(NPI)</a>						
<a href="#">(NPI)</a>						
<a href="#">(NPI)</a>						

# How to Link an Individual to a Group, continued

- The Provider ID will default back to the NPI, even if search was performed with the MCD
- Select Save

**Associated Providers** ?

Summary Add

Enter information for the individual being added.

Select the Summary tab to return to view the list of associated individual providers and to continue to the next page.

\* Indicates a required field.

\*Group Effective Date   Group End Date 12/31/9999

\*Provider ID   \*ID Type

Name

Taxonomy

# How to Link an Individual to a Group, continued

- Select **Save** on the **Summary** tab

**Associated Providers** ?

Summary

Select the Add tab to add one or more associated individual providers to the group.

Select the row number to edit the row. Click the **Remove** link to remove the entire row.

<b>Associated Providers</b>					
					Total Records: 4
#	Name	NPI	Effective Date	End Date	Action
<u>1</u>	[REDACTED]	[REDACTED]	02/02/2017	12/31/2299	<a href="#">Remove</a>
<u>2</u>			08/29/2017	12/31/2299	<a href="#">Remove</a>
<u>3</u>	[REDACTED]	[REDACTED]	08/29/2017	12/31/2299	<a href="#">Remove</a>
<u>4</u>			09/07/2017	12/31/9999	<a href="#">Remove</a>

# How to Link an Individual to a Group, continued

- A pop-up will appear to confirm that the Associated Provider has been successfully saved.
- Click *OK* to return to the homepage

\*\*\*If an individual provider is enrolled with more than one Location ID (MCD), repeat this process for all MCDs to insure all accounts are linked

\*\*\*If a group has more than one MCD, log in to each master user account and confirm that all provider MCDs are linked

The screenshot displays the State of Delaware Health and Social Services portal. At the top, the header includes the State of Delaware logo, the text "The Official Website of the First State", a search bar, and a "State Services & Information" dropdown menu. Below the header is the "DELAWARE HEALTH AND SOCIAL SERVICES" logo and the text "Division of Medicaid & Medical Assistance". A navigation bar contains links for "My Home", "Eligibility", "Claims", "Care Management", "Patient Health History", "Files Exchange", and "Resources". The main content area shows a "Welcome Health Care Professional!" message and a "User Details" section with a "Welcome" message and a "Notify Me" button. A "Provider" section is visible with fields for "Name", "Provider ID", and "Location ID". A "Provider Services" section includes links for "Member Focused Viewing", "Search Payment History", "Associated Providers", and "Search Documents". A "Revalidate your Provider Enrollment" warning is also present. A confirmation pop-up window is overlaid on the page, displaying the message "Associated Providers information has been successfully saved." with an "OK" button.

# Secure Correspondence and Notify Me

**\*\*Reminder: Do not send any correspondence that has protected health information (PHI) via email \*\***

To send a message securely, select the *Secure Correspondence* link on the Provider Portal.

Register your email address via the *Notify Me* link on the homepage to stay up to date on provider notifications.

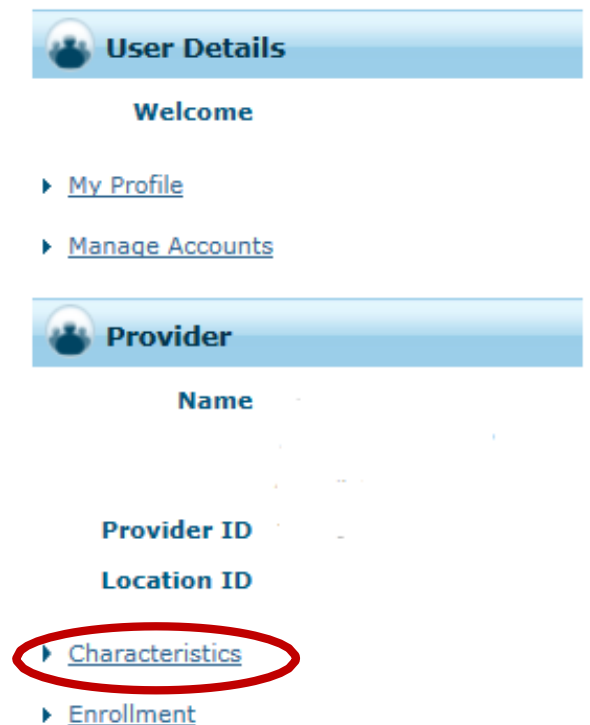
The screenshot displays the State of Delaware Provider Portal. At the top, the header includes the State of Delaware logo, the text "The Official Website of the First State", a search bar, and a "State Services & Information" dropdown menu. Below the header, the "DELAWARE HEALTH AND SOCIAL SERVICES" logo and "Division of Medicaid & Medical Assistance" are visible. A navigation bar contains links for "My Home", "Eligibility", "Claims", "Care Management", "Patient Health History", "Files Exchange", and "Resources". The main content area features a "Welcome Health Care Professional!" message, a "Broadcast Messages" section with a warning about DMES testing, and two links circled in red: "Notify Me" and "Secure Correspondence". The left sidebar contains sections for "User Details", "Provider", and "Provider Services". The footer includes "Delaware.gov | Privacy | Contact | Phone Directory".

# Action Required to Verify Mail-to Addresses

To ensure that provider specific written notifications are being sent to the correct address, Master Users should log in to each Master account and verify that the correct *Mail To* address is on file. If an individual provider or group has multiple Location IDs, you will need to log in to the Master account associated with every Location ID to ensure that the updates are made to every account.

- Select *Characteristics* from the homepage
- Select the *plus sign* next to Addresses
- Select the *plus sign* for the *Mail To* address
- Verify the correct information is on file. If any updates need to be made, select the *Edit* button below the *Mail To* address.
- Enter the updated address information and select *Save*.

***Please note that all address types can be updated on the Provider Portal with the exception of the Service Location. If changes need to be made to the Service Location, a new application will need to be submitted.***



# Need Assistance?

- **Call Us:** Provider Services at 1-800-999-3371; Option 0, then Option 2
- **Message Us: Secure Correspondence: Log in to the Provider Portal**
- **Email\* Us:** [delawarepret@dxc.com](mailto:delawarepret@dxc.com) - \*Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox