



DELAWARE HEALTH
AND SOCIAL SERVICES

DIVISION OF MEDICAID &
MEDICAL ASSISTANCE

Delaware Medical Assistance Program

gainwell

How-To: Reset Password

Please Note: The password for an enrollment application cannot be reset. If the provider cannot access their application due to password-related issues and the application has not been submitted, review the [How-To-Reset an Application Tracking Number](#) document. If the application has already been submitted and the provider is accessing the application to upload additional information only, fax the request information to 302-454-7603 with the ATN on the coversheet. **Additional copies of the Enrollment coversheet can be printed by selecting **Provider Enrollment/Enrollment Status**, enter Tracking Number (ATN), Tax ID (SSN for individual providers), and then selecting **search**. "For a new copy of your enrollment application coversheet for your record [click here](#)." will be displayed below the application status.

It's

1. Go to the Delaware Medical Assistance Portal: <https://medicaid.dhss.delaware.gov/>.
2. [Click Here](#) to enter the Provider Portal.



It's

3.

Enter User ID and select **Log In**

**State of Delaware**
The Official Website of the First State

State Services & Information 

**DELAWARE HEALTH AND SOCIAL SERVICES**
Division of Medicaid & Medical Assistance

Login

Home

Home Thursday 09/08/2016 02:52 PM EST

Login ?

User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Welcome to the Delaware Medical Assistance Portal for Providers

This portal provides important information to health care providers about the Delaware Medical Assistance Program (DMAP). All of the information you need is located within the links located on the left side of this page. Looking for an important program update, check out our banners. That is where we plan to post important information that is new to the program. If you would like to see your patient panel, please click the Provider Login button on the left side of this page.

What can you do in the Provider Portal

Through this secure and easy to use internet portal, healthcare providers can submit claims and inquire on the status of their claims, inquire on a patient's eligibility, upload files containing 837 transactions, and search for another provider. In addition, healthcare providers can use this site to locate claim forms, provider participation materials and other health plan information and resources.



Protect Your Privacy!

Always log off and close all of your browser windows

[Privacy Policy](#)

Provider Bulletins and Forms

[Provider Enrollment](#)
[Trading Partner Enrollment](#)

Provider News

[Payment Error Rate Measurement](#)

[Provider Incentive Program for EHR](#)

[Frequently Asked Questions \(FAQs\)](#)

[Pharmacy Corner](#)

[Dental Corner](#)

[ICD-10](#)

[Report Fraud](#)

Call Center Hours!

8:00 a.m. - 4:30 p.m.

1-800-999-3371

Did you know?

The Centers for Medicare and Medicaid Services (CMS) requires States to deny claims from providers who are not enrolled in the State's Medicaid or CHIP programs. These claims include reimbursement for services rendered, prescriptions, referrals, and orders for lab work and tests. Enroll in the Delaware Medical

Ordering, Referring, & Prescribing (ORP) Providers

Ordering and Referring Providers are physicians or other professionals that only order or refer items or services for Medicaid beneficiaries. These providers do not submit claims for reimbursement for any services provided but are required to enroll solely for the purposes of ordering and referring services

It's

4. Enter answers to challenge question

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, there is a navigation bar with "Home" and "Challenge Question" links. The main content area is titled "Answer the challenge question to verify your identity". It features a "Challenge Question" section with the text "What is your maternal grandmother's maiden name?" and a "Your Answer" input field. Below the input field, there are two radio button options: "This is a personal computer. Register it now." and "This is a public computer. Do not register it.". A "Continue" button is located below the radio buttons. On the left side, there is a "Site Key" section with text explaining the site key token and how to register it. The footer includes links for "Delaware.gov", "Privacy", "Contact", and "Phone Directory".

State of Delaware
The Official Website of the First State

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Home

Home > Challenge Question Friday 07/13/2018 03:58 PM EST

Computer and Challenge Question

Site Key

The HealthCare Portal uses a personalized site key to protect your privacy online. To use a site key, you are asked to respond to your Challenge question the first time you use a personal computer, or every time you use a public computer. When you type the correct answer to the Challenge question, your site key token displays which ensures that you have been correctly identified. Similarly, by displaying your personalized site key token, you can be sure that this is the actual HealthCare Portal and not an unauthorized site.

If this is your personal computer, you can register it now by selecting: **This is a personal computer. Register it now.**

If this is not your personal computer, such as a public computer, select: **This is a public computer. Do not register it.**

Answer the challenge question to verify your identity

Challenge Question What is your maternal grandmother's maiden name?

***Your Answer**

[Forgot answer to challenge question?](#)

Select

☐ This is a personal computer. Register it now.

☒ This is a public computer. Do not register it.

Continue

Delaware.gov | Privacy | Contact | Phone Directory

Note: If you do not recognize the security question, the User ID entered is incorrect. If you are unsure of correct User ID, please see *How-To: Utilize Forgot User ID* guide.

It's

5. Select **Forgot Password** link

**State of Delaware**
The Official Website of the First State

State Services
& Information

**DELAWARE HEALTH AND SOCIAL SERVICES**
Division of Medicaid & Medical Assistance

Home

Home > Challenge Question > Site Token Password

Friday 07/13/2018 04:00 PM

**Confirm Site Key Token and Passphrase**

Confirm that your site key token and passphrase are correct.
If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

Make sure your site key token and passphrase are correct.
If the site key token and passphrase are correct, type your password and click **Sign In**.
If this is not your site key token or passphrase, do not type your password.
Call the customer help desk to report the incident using the appropriate number below:

Member (HBM) – 1-800-996-9969.
Provider Services – 1-800-999-3371.

Site Key: 

Passphrase waves

*** Password**

Sign In
Forgot Password?

Delaware.gov | Privacy | Contact | Phone Directory

It's

6. Answer challenge question and click **Submit**

State of Delaware
The Official Website of the First State

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Home

[Home](#) > [Challenge Question](#) > [Site Token Password](#) > [Forgot Password](#) Friday 07/13/2018 04:01 PM

Forgot Password ?

* Indicates a required field.

Answer the following challenge question. We will use the answer to help authenticate your identity. If we find a match, an email will be sent to your email address on record.

Challenge Question What is your maternal grandmother's maiden name?

***Your Answer**

Submit **Cancel**

Delaware.gov | Privacy | Contact | Phone Directory

It's

7.

The screenshot shows the State of Delaware's official website for Health and Social Services. The page is titled 'State of Delaware The Official Website of the First State'. Below the header, there is a navigation bar with 'Home' and 'Challenge Question > Site Token Password'. A date stamp indicates 'Friday 07/13/2018 04:02 PM'. The main content area is divided into two columns. The left column, titled 'Confirm Site Key Token and Passphrase', contains instructions for confirming the site key token and passphrase. The right column, titled 'Make sure your site key token and passphrase are correct.', contains instructions for entering the password and clicking 'Sign In'. A 'Forgot Password' dialog box is open in the center, displaying the message: 'You have successfully validated your Password. We have sent an email with your account information to the email address on record. Email notifications can take 15 to 30 minutes to be delivered.' Below the dialog box, there is a password input field labeled '*Password' and a 'Sign In' button. At the bottom of the page, there is a footer with links to 'Delaware.gov', 'Privacy', 'Contact', and 'Phone Directory'.

8.

An email containing the temporary password will be sent to the email address on file. Please allow at least 30 minutes for receipt of the User ID.

****For Delegate Accounts:** If you are unable to answer the questions above, please see your master user for the requested information.

****For Master User Accounts:** If you are unable to answer the questions above, first ensure you are registered on the Provider Portal by selecting **Register Now** on the homepage and entering your Medicaid ID (MCD/Location ID) and PIN. If the account is already registered, an error message advising that you are already registered on the Portal will display. If the account is already registered and additional assistance is required, please complete the Password Reset/Master User Change Request Form.

Need Assistance?

Call Us: Provider Relations at 1-800-999-3371; Option 0, then Option 4.

Email* Us: delawarepret@gainwelltechnologies.com – *Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.