



Delaware Division of Medicaid and Medical Assistance (DMMA)

**PEDIATRIC DENTAL MANAGED CARE
CREDENTIALING AND CONTRACTING**

- 1. If you are a first-time dental provider, to start the application process:** all dental providers must first enroll as a Medicaid provider through the [Delaware Medicaid Assistance Portal](#).
- 2. You can choose to enroll with each/all of the three Medicaid MCOs. You will need to contact them individually.** The three Delaware Medicaid MCOs and their affiliated dental managed care organizations are:
 - AmeriHealth Caritas/DentaQuest
 - Delaware First Health Plan/Envolve
 - Highmark Blue Cross Blue Shield/United Concordia
- 3. If a provider is already credentialed and contracted with an MCO for adult Medicaid dental services,** no additional credentialing or contracting is necessary to provide dental services for eligible children who are members of the MCO.
- 4. To contract with the pediatric dental MCOs see the following details:**



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware Dental Managed Care Contacts and Credentialing Details:

AMERIHEALTH CARITAS/DENTAQUEST

If you are a first-time dental provider, to start the application process:

1. To start the application with our organization:
 - Call us: 855-343-7403
 - Message us: <https://www.dentaquest.com/en/providers/join-our-network/enrollment-form> [dentaquest.com]
 - Email us: DEProviderEngagement@DentaQuest.com
2. Complete and sign the Credentialing Application and Provider Agreement — Providers can submit credentialing via DentaQuest online portal — <https://www.dentaquest.com/en/providers/join-our-network/enrollment-form> [dentaquest.com], through CAQH, or by DentaQuest paper application to: CredEnrollment@GreatDentalPlans.com.
3. Provide documentation of your credentials, which can be submitted to: CredEnrollment@GreatDentalPlans.com
 - If your credentialing application already exists, with your approval we will access that source to gather most of the information that will be needed.
 - Required credentialing documentation includes: Signed and dated contract, W9, Disclosure of Ownership, DentaQuest Standard Credentialing Application or CAQH Application Submission Form, Malpractice, State Dental License, and any Board Certifications, EFT form for claims payment, DEA or DEA waiver.



DELAWARE HEALTH AND SOCIAL SERVICES

DELAWARE FIRST/Envolve (Centene)

How to join our dental network and serve Delaware First Health Medicaid Pediatric Dental members:

If you are already a credentialed and contracted dental provider on our panel serving Delaware First Health Medicaid Adult Dental members, no action is required.

If a provider is already credentialed and contracted with an MCO for adult Medicaid dental services, no additional credentialing or contracting is necessary to provide dental services for eligible children who are members of the MCO.

If you are new provider to our panel: Once Medicaid enrolled, to begin the contracting process, we require a completed and signed Credentialing Application and Provider Agreement.

1. To start the application with our organization:
 - Call us: 1-877-236-1341
 - Email us: contracting@delawarefirsthealth.com
2. Required credentialing documentation includes:
 - Fully executed provider contract
 - Provider Credentialing Application (CAQH or Centene Dental's Application)
 - W-9
 - Copies of the provider's dental license
 - Certificates (If a provider does not have a DEA or CDS, a waiver must be provided)
 - Dental License
 - DEA



DELAWARE HEALTH AND SOCIAL SERVICES

- Malpractice Certificate of Insurance (COI) and for FQHCs a list of providers must be included with the certificate of coverage
 - CDS State Pharmacy Certificate as required by state specific regulation
 - If a provider is board certified, we need a copy of the board certification certificate
 - *Note*, if your CAQH application already exists, with your approval, we will access the application which will allow us to gather most of the information we need
3. All documents are submitted to: dentalnetwork@centene.com. A network recruiter will contact you and keep you updated on contracting status. Once all documentation is submitted and verified, a network recruiter will contact you within 72 hours.

HIGHMARK BLUE CROSS AND BLUE SHIELD/UNITED CONCORDIA

For providers interested in joining the network. Available options are email or phone call.

Email — MedicaidNetwork@ucci.com

Phone — 1-866-568-6098