



How-To: Subscribe to Provider Notify Me E-Mail Notifications

Please Note: This document contains fictitious information and does not contain protected health information (PHI) or personally identifiable information (PII) data.

INTRODUCTION: This user guide provides the steps required to subscribe to Provider Notify Me E-mail Notifications through the Delaware Medical Assistance Portal for Providers (Provider Portal). See below for specific steps and screenshots for how to subscribe to Notify Me e-mail notifications.

Need Assistance?

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

Message Us: Secure Correspondence: Log in to the [Provider Portal](#).

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

Table of Contents

Providers Not Registered in the Provider Portal	1
Providers Registered in the Provider Portal	6

Providers Not Registered in the Provider Portal	
1.	If you have not registered for an account on the Delaware Medical Assistance Portal, go to the Delaware Medical Assistance Portal: https://medicaid.dhss.delaware.gov/ .
2.	Click Click here to enter the Provider Portal.

Providers Not Registered in the Provider Portal



Home

Home

Friday 01/19/2024 10:37 AM EST

Welcome to the Delaware Medical Assistance Portal



MEMBERS - [Click here](#) to enter the **Member Portal**



PROVIDERS - [Click here](#) to enter the **Provider Portal**



PHARMACY - [Click here](#) to enter the **Pharmacy Corner**



DENTAL - [Click here](#) to enter the **Dental Corner**

Providers Not Registered in the Provider Portal

3. Select the Notify Me link in the left panel.

State of Delaware
The Official Website of the First State

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Home

Friday 01/19/2024 10:38 AM EST

Login

*User ID

Log In

[Forgot User ID?](#)
[Register Now](#)
[Where do I enter my password?](#)

Protect Your Privacy!
Always log off and close all of your browser windows
[Privacy Policy](#)

[Manuals, Bulletins and Forms](#)

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

[How-To Corner](#)

[Payment Error Rate Measurement](#)

[Pharmacy Corner](#)

[Dental Corner](#)

[Program Integrity](#)

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

[Affordable Care Act](#)

[Report Fraud](#)

[Website Requirements](#)

Notify Me

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.

Prescription & DPAP Copays Restarted December 1, 2023
During the COVID-19 Public Health Emergency (PHE), copays for prescription & Delaware Prescription Assistance Program (DPAP) were waived. **Prescription & DPAP copays restarted December 1, 2023. Prescription copays are \$0.50 - \$3.00. DPAP copays vary.** [Click here](#) for more information.
Questions? Call 1-800-999-3371, Option 0, then Option 1

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.

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

Ordering, Referring, & Prescribing (ORP) Providers
Ordering and Referring Providers are physicians or other

Providers Not Registered in the Provider Portal

4. Enter and confirm your e-mail address. Choose which types of notifications you want to receive via e-mail. Required fields are marked with a red asterisk (*). Click **Submit**.

***NOTE:** You must select at least 1 type of notification in order to enroll and receive e-mail notifications.

The screenshot shows the 'Subscribe for E-mail Notifications' form on the State of Delaware website. The form is titled 'Subscribe for E-mail Notifications' and includes a header with the State of Delaware logo and 'The Official Website of the First State'. Below the header is the 'DELAWARE HEALTH AND SOCIAL SERVICES' logo and 'Division of Medicaid & Medical Assistance'. The form contains the following elements:

- A search bar and 'State Services & Information' link in the top right.
- A 'Home' link in the top left.
- A breadcrumb trail: 'Home > Notify Me'.
- A timestamp: 'Friday 01/19/2024 10:41 AM EST'.
- A section titled 'Subscribe for E-mail Notifications' with a help icon.
- A message: 'We will send DMAP notifications to the e-mail address provided below.'
- A legend: '* Indicates a required field.'
- Two required text input fields: '*E-mail Address' and '*Confirm E-mail Address', both highlighted with a red border.
- A link: 'Change existing subscription email address'.
- A 'Place of Employment' dropdown menu.
- Links: 'Select All' and 'Deselect All'.
- Three checkboxes: 'Special Bulletins / Alerts', 'Manual Updates', and 'Pharmacy'.
- A note: 'NOTE: If you are a Registered Provider/Delegate/Trading Partner, log into the Portal then update your Notify Me Subscription.'
- Two buttons: 'Submit' and 'Cancel', both highlighted with a red border.
- A footer with links: 'Delaware.gov | Privacy | Contact | Phone Directory'.

5.

You will receive a confirmation e-mail. Click on the link in the e-mail to finish enrolling for e-mail Notify Me notifications.

Model-Delaware Medical Assistance Program (DMAP) E-mail Validation



Delaware.Healthcare.Services@www.dmap.state.de.us
To

Reply Reply All Forward Thu 1/16/2025

Thursday, January 16, 2025

E-MAIL NOTIFICATIONS

Attention: Provider

Thank you for getting started with our Web Portal
We need a little more information to complete your registration, including a confirmation of your email address.
Click below to confirm your email address:

https://dmes-hcp-model.dhss.state.de.us/HCP_V500/DesktopModules/CommonAccountControllerHandler/AccountController.ashx?p247=IOP2rtyYwYrf3dd%2bk3t0g%3d%3d&p248=LQKizbSfm4SB7VJ2NWHJDA7nvrRn44QSJM1MNT3qFe8WKL8awR3e%2bD2TYcYGWoW9&p6=RMIRQCBtnCz4Thw@vVM7LamdrdMrx%2b1naRvtunHJNl%3d

If you have problems, please paste the above URL into your web browser.

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@gainweltechnologies.com
- **Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.*

6.

A popup message will display after clicking the link in the e-mail to confirm your e-mail address.

Not secure | <https://localhost/HCP/DesktopModules/Common%20Account%20Controller%20Handler/AccountController.ashx?p252=IOP2rtyYwYrf3dd%2bk3t0g%3d%3d&p253=>

localhost says

Thank you for confirming your email address.
We have received your confirmation.
Now, you can close your web browser.

OK

Providers Registered in the Provider Portal

1. If you are registered for an account on the Delaware Medical Assistance Portal, go to the Delaware Medical Assistance Portal website: <https://medicaid.dhss.delaware.gov/>.
2. Click [Click here](#) to enter the Provider Portal.

The screenshot shows the homepage of the Delaware Medical Assistance Portal. At the top, there is a navigation bar with the State of Delaware logo and the text "The Official Website of the First State". Below this is a search bar and a "State Services & Information" dropdown menu. The main content area features a large banner image of a ship with the text "The First State" overlaid. Below the banner are four links: "MEMBERS - [Click here](#) to enter the Member Portal", "PROVIDERS - [Click here](#) to enter the Provider Portal" (highlighted with a red box), "PHARMACY - [Click here](#) to enter the Pharmacy Corner", and "DENTAL - [Click here](#) to enter the Dental Corner". At the bottom, there is a footer with links for "Delaware.gov", "Privacy", "Contact", and "Phone Directory".

3. Log into the Provider Portal using your User ID and Password.

Providers Registered in the Provider Portal

State of Delaware
The Official Website of the First State

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Home

Login

*User ID
[Input Field]
Log In

[Forgot User ID?](#)
[Register Now](#)
[Where do I enter my password?](#)

Protect Your Privacy!
Always log off and close all of your browser windows
[Privacy Policy](#)

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.

2024 Enrollment Fees for Institutional Providers
Effective **January 1, 2024**, institutional providers must submit an [application enrollment fee of \\$709.00](#) at initial application, reactivation, revalidation, reenrollment, or addition of a new location. Exempt from paying the fee: institutional providers enrolled in or that have paid application fees to Medicare or another State's Medicaid or CHIP Program, Hardship Waiver approved recipients, individual providers, professional provider groups.

[Provider Taxonomy Screening Level List](#) | [MCOP Taxonomy Screen Level List](#)

4. After signing in, users with an unverified e-mail address will be directed to the “Subscribe for E-mail Notifications” panel. A *Confirmation* dialog box prompt will appear. Click **OK**.

Provider Name [Input Field] Role IDs [Dropdown: Provider - In Network - 0000000000 (NP)] Location 000000000

Confirmation

Our records show that you have subscribed to receive email notifications from Notify Me. Please click the submit button so we can verify your email address. If the email address shown is not correct, please update the email address and click submit.

OK

Subscribe for E-mail Notifications

We will send DMAP notifications to the e-mail address you provide.

* Indicates a required field.

E-mail Address [Input Field] step [Dropdown]

[Change](#)

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

Special Bulletins / Alerts
 Manual Updates
 Dental
 Pharmacy

Submit **Cancel**

Providers Registered in the Provider Portal

5. Verify that the e-mail address on record is accurate. Add additional types of notifications you want to receive in your e-mail, if desired. Required fields are marked with a red asterisk (*). Click **Submit**.

Provider Name **Role IDs** Provider - In Network - 0000000000 (NP) **Location** 000000000 **Taxonomy** 103TR0400X-Psychologist

Subscribe for E-mail Notifications

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

* Indicates a required field.

E-mail Address John.doe.123@test.com
[Change existing subscription email address](#)

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

Special Bulletins / Alerts
 Manual Updates
 Dental
 Pharmacy

Submit **Cancel**

6. You will receive a confirmation e-mail. Click on the link in the e-mail to finish enrolling for e-mail Notify Me notifications.

Model-Delaware Medical Assistance Program (DMAP) E-mail Validation

Delaware.Healthcare.Services@www.dmap.state.de.us
To

Thu 1/16/2025

Thursday, January 16, 2025

E-MAIL NOTIFICATIONS

Attention: Provider

Thank you for getting started with our Web Portal
We need a little more information to complete your registration, including a confirmation of your email address.
Click below to confirm your email address:

https://dmes-hcp-model.dhss.state.de.us/HCP_V500/DesktopModules/CommonAccountControllerHandler/AccountController.aspx?p247=IOP2rtyYwYrf3dd%2bkc3t0g%3d%3d&p248=LQKizbSfm4SB7VJ2NWHJDA7nvrRn44QSJM1MNT3qFe8WKL8awR3e%2bD2TYcYGWoW98p6=RMIRQC8tnCz4Thw6vVM7LamdrdMx%2b1naRvtunHJNl%3d

If you have problems, please paste the above URL into your web browser.

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

7. A popup message will display after clicking the link in the e-mail to confirm your e-mail address.

Not secure | <https://localhost/HCP/DesktopModules/Common%20Account%20Controller%20Handler/AccountController.aspx?p252=IOP2rtyYwYrf3dd%2bkc3t0g%3d%3d&p253=>

localhost says

Thank you for confirming your email address.
We have received your confirmation.
Now, you can close your web browser.

OK

For questions about the Delaware Medical Assistance Portal for Providers (Provider Portal):

Call Us: Provider Relations at **1-800-999-3371 (TTY 711)**; Option **0**, then Option **4**.

Message Us: Secure Correspondence: Log in to the [Provider Portal](#).

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