

Frequently Asked Questions (FAQs)



DMAP Provider Information

DMMA FAQ: <http://www.dhss.delaware.gov/dhss/dmma/faqs.html>

Delaware Health Care Commission (DHCC) FAQ: <http://www.dhss.delaware.gov/dhss/dhcc/faq.html>

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Provider Portal (General)

What items do I need to request from members when providing services?

Members should always present their Medicaid card, MCO card, and a picture ID.

What is “Notify Me”?

“Notify Me” is an email notification system that gives providers the ability to subscribe to emails regarding updates related to the following information: special bulletins and alerts, manual updates, dental, and/or pharmacy information. To sign up for “Notify Me,” log in to DMAP and click on the “Notify Me” link (left-hand side), then follow the screen prompts.

Note: Non-Providers can register as well; they would click on “Notify Me” on the Provider Landing page.

How do I report Medicaid Fraud?

Report Medicaid Fraud, Waste, and Abuse at (1-800-372-2022). Also, you can submit anonymously through the Portal. On the [Portal Landing Page](#), on the left-hand side, click on the “Report Fraud” link.

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ACA Provider Screening and Enrollment

What is the purpose of the Affordable Care Act (ACA) Provider Screening and Enrollment Rules?

To prevent or combat fraud, waste, and abuse under the Medicare and Medicaid programs and CHIP.

Should I expect changes to the enrollment process?

Yes, Delaware Medical Assistance Program (DMAP) is updating enrollment applications to incorporate the ACA requirements and guidelines. DMAP will also enhance provider and supplier screening techniques, manage institutional provider application fees, and increase disclosure information requirements.

What is the new screening process?

Delaware Medical Assistance Program (DMAP) already screens all potential applications for the enrollment process. However, the new ACA requirements necessitate additional database screening for providers, managing staff and those with five percent ownership. Some providers will also have unannounced pre- and post- enrollment site visits.

What can I expect from Delaware Medical Assistance Program (DMAP)?

Service – we are dedicated to providing the healthcare community with the most up-to-date information.
Support – our knowledgeable staff is here to assist providers through this transition.

Who is considered an Ordering/Referring/Prescribing provider?

A provider who is not fully enrolled with the Delaware Medical Assistance Program (DMAP) will never be paid by DMAP; however, a provider who places orders, refers to another provider, or prescribes for a DMAP recipient is considered to be an Ordering/Referring/Prescribing provider. For example,

- Doctors of Medicine, Osteopathy, Dental Surgery, Dental Medicine, Podiatric Medicine, Optometry, or Chiropractic Medicine
- Physician Assistants
- Certified Clinical Nurse Specialists, Nurse Practitioners, Certified Nurse-Midwives
- Clinical Psychologist
- Clinical Social Workers
- Audiologists and Hearing Aid Dispensers

How are Ordering/Referring/Prescribing providers affected?

In the future, these providers will be required to complete a streamlined application via the Delaware Medical Assistance Portal (DMAP).

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 Assistance Program (DMAP) today!

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Pharmacy

How do I submit or check the status of a Prior Authorization?

Provider Training has been developed specifically to help you through the process of submitting, updating and/or reviewing prior authorizations. To access this training or additional training, you need to register with the Learning Management System (LMS). Please review the "[Training – LMS Instruction.pdf](#)" to access all training.

Contact Information for Training Material:
DXC Technology Help Desk: 1-855-890-5974
DXC Trainers: dmestraining@dxc.com

What is X12 5010?

X12 5010 information can be found in the [Claims Folder](#) in our document repository.

Where can I find NCPDP Information?

NCPDP information can be found in the [Claims Folder](#) in our document repository.

Where can I find HIPAA information related to Claim Submission?

HIPAA information can be found in the [Claims Folder](#) in our document repository.

Where can I find information on Mental Health Drug Coverage?

Mental Health Drug Coverage can be found in the [Preferred Drug List](#) folder in our document repository.

Where do I find the Preferred Drug List (PDL)?

You can find this list by clicking on the "[Preferred Drug List](#)" link.

How can I see if a drug requires prior authorization and what the reimbursement is for the medication?

By clicking on the "[Search Drug Codes](#)" link, you will find the drugs that require prior authorization and what the reimbursement is for the medication.

How can I tell when the next P&T meeting is scheduled?

The schedule can be found in the "[P&T](#)" folder in our document repository.

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Dental

Who is eligible for Dental Coverage?

Delaware Healthy Children Program (DHCP) covers children through age 18.

Medicaid covers children through age 20.

What dental services are covered?

The following services are covered at no charge to members who currently have dental benefits and visit a participating dentist.

- Oral exams
- Cleanings
- X-Rays
- Fillings
- Extractions
- Partial and full dentures
- Root canals
- Crowns
- Oral surgery
- Orthodontic Services (Only Handicapping Malocclusion: Must qualify)

You may have to pay for the dental care if the service is provided by a dentist who is not enrolled with Delaware Medicaid or CHIP and you willingly signed a detailed consent form agreeing to pay for services not covered. Specific services require prior authorization. No treatment should begin until a response was received for the prior authorization.

Where do I find a dentist that is enrolled with Medicaid or Delaware Healthy Children Program?

The Following links provide a list of dental providers that accept both Medicaid and Delaware Healthy Children Program insurance for dental care.

[Medicaid and Healthy Children's Participating Dentist list](#)

<http://www.insurekidsnow.gov/>

How do adults get dental care?

Contact your Managed Care Organization for questions about covered dental benefits under your policy. Adults seeking dental care can contact the following organizations for assistance.

Henrietta Johnson Medical Center – www.hjmc.org – All ages

Delaware Technical Community College – <https://www.dtcc.edu/our-campuses/wilmington/dental-health-center> – All ages

Nemours Senior Care – www.seniorcarenemours.org – Ages 65 and older

Pierre Toussaint Dental Office – www.ministryofcaring.org/support-services – Ages 19-65

Practice Without Pressure Enterprises, Inc. – www.pwpde.com – Dental care for disabled

Wilmington Hospital Dental Clinic – www.christianacare.org/dentistry – No age restriction

Delaware Hope Clinic: <https://www.hopeclinicde.com> – Ages 18-65

Nemours Senior Care Milford: 1-800-763-9326 – Ages 65 and older

La Red Health Center: www.laredhealthcenter.org – No age restrictions

When should I visit a dentist?

Babies need to be seen by a dentist by their first birthday or earlier if you notice any dark spots, redness, or have any other concerns. Routine dental care including dental exam, teeth cleaning, fluoride should be done every 6 months to prevent dental decay. Decay can cause infection, pain, affect school performance, self-esteem, and speech.

How do I take care of my baby's teeth?

Did you know that you could be passing cavity-causing bacteria on to your baby? Babies are not born with the germs that cause cavities - the germs come from grown-ups. This means dental disease can start with a baby's first tooth.

- Avoid sharing saliva with your baby. Don't put things in your mouth before you put them in your baby's mouth.
- Do not share spoons, forks or cups.
- Start protecting your child's smile early – the first trip to the dentist should take place by their first birthday
- Put only formula, milk or water in a baby bottle – no juice or sweet drinks.
- Don't dip pacifiers in honey or sugar, and don't clean them with your mouth.
- Never leave your child unattended with a baby bottle, especially at bedtime.
- Wean your child from the bottle by one year of age.
- Start taking care of your baby's teeth from day one:
- Before your baby has teeth, you should clean the gums with a clean, damp washcloth both morning and night.
- When teeth first appear, you can begin brushing teeth with a small, soft toothbrush and an appropriate amount of fluoride toothpaste twice a day.

Tooth decay is the most common childhood disease in the United States – yet oral health problems are nearly 100% preventable. Start these good oral health practices from the very beginning of your baby's life, and help to avoid significant problems down the road.

You have the power to prevent cavities!

Link for Delaware Oral Health Program: <http://www.dhss.delaware.gov/dph/hsm/ohppated.html>

What is a Dental Home and why is it important?

The American Academy Pediatric Dentistry (AAPD) encourages parents and other care providers to help every child establish a dental home by 12 months of age. A dental home should provide comprehensive oral health care including acute care and preventive services. Seeking care consistently with a provider that is familiar with your child and family is beneficial to your child.

If switching dental providers, make sure you sign a release to have your dental x-rays and information switched to the new dentist for continued care.

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