

Delaware

Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website:

[wellcareDE.com](https://www.wellcareDE.com)

- Patient care forms
- Pre-Auth Needed tool
- Provider Manual
- Preferred Drug List
- Provider resources

Secure Provider Portal:

provider.delawarefirsthealth.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- **Secure Provider Portal**
- **Provider Services:**
1-800-977-7522 (TTY:711)
Duals/D-SNP plans: 1-844-796-6811 (TTY:711)

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal
2. Review patient information for any gaps in care
3. Plan to address care gaps during an upcoming office visit

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during an upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

Secure Provider Portal:
provider.delawarefirsthealth.com

Fax:

- Medical Fax: **1-844-222-3180**
- Behavioral Health
Inpatient/Outpatient: **1-844-222-3180**

Medical and Behavioral Health Phone:

- Non-Duals Plans: **1-800-977-7522** (TTY:711)
- Duals/D-SNP Plans: **1-844-796-6811** (TTY:711)

Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- **Secure Provider Portal**
- **Clearinghouses:**
EDI Payor ID 68069
- **Mail paper claims to:**
Wellcare
Attn: Claims
P.O. Box 5010
Farmington, MO
63640-5010

Other Partners

To contact our other health services partners:

- National Imaging Associates (NIA):
Phone: **1-800-424-9232**
www.RadMD.com
- Dental: Liberty
Phone: **1-866-544-3451**
- Vision: Premier
Phone: **1-866-434-0032**
www.premiereyecare.net
- Hearing: HCS
Phone: **1-866-344-7756**
www.hearingcaresolutions.com

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