



Delaware EVV

Instructions for Obtaining Member Medicaid ID

Providers must use the member's Medicaid ID (MID) as the identifier in the Sandata EVV system. This number is also a required data element in the alternate EVV vendor visit file. Providers can obtain this number in a variety of ways as described below.

- 1. Members Medicaid/MCO Card** — The member's Medicaid/MCO card will contain both the MCO assigned ID and the MID.
- 2. Call the Automated Voice Response System (AVRS)** — Call 1.800.999.3371 option 1. The following will be needed for the call:
 - NPI
 - PIN (last 4 of Tax ID or SSN — if individual)
 - Taxonomy
 - Zip Code that matches what is in DMES

Search on the DMES provider portal — In order to use the portal, providers must first register. You register using your MCDID and PIN (last 4 of Tax ID or SSN — if individual). Once registered, providers have access to the secure portal where eligibility can be verified. Providers can also create delegates to work on your behalf. Delegate access can be limited to verifying eligibility only. Each delegate would register with their own account based on the creation of the delegate account by the provider. Below is a link to instructions on how to verify eligibility on the portal:

https://medicaidpublications.dhss.delaware.gov/docs/search?Command=Core_Download&EntryId=566

- 4. Contact the MCO with whom the member is enrolled**