



**Date:** March 9, 2017  
**To:** All VFC Providers  
**From:** Robin Cahall, VFC Coordinator, 1-800-282-8672  
**Subject:** Update to Change in VFC Billing Process (Non-Medicaid VFC Eligible)

### **Important Billing Information**

As of January 1, 2017, Delaware Medicaid Enterprise System (DMES) Portal is now the mechanism for claims submission for VFC vaccine administration fees. Please note the addition of specific information pertaining to Non-Medicaid VFC eligible (uninsured and under-insured, age 0-18 years).

**As a VFC Provider, the following procedures MUST be performed to receive payment:**

- Providers must verify eligibility in the DMES Portal <https://medicaid.dhss.delaware.gov/Provider> prior to submitting claims.
- Refer to the participating Managed Care Organization (MCO) for patients enrolled in Managed Care.
- **For Non-Medicaid VFC eligible patients: check eligibility in DMES. If patient is not indicated as VFC Eligible in DMES do not send the claim at this time. Send the claim once the patient is indicated as VFC Eligible in DMES. This will require checking the status in DMES until it is updated. (See attached instructions)**
- Training for verifying eligibility is available through the Delaware Medicaid Enterprise System (DMES). Please use the Learning Management System (LMS) at <https://lms-de.myhcplatform.com/> to register.
- Providers will submit claims to Hewlett Packard Enterprise (HPE) using the DMES Portal. Refer to the MCO for patients enrolled in managed care.
- Providers will continue to submit the Immunization Reporting (IR) form or electronic message of vaccine administration to DelVAX. Prompt reporting is essential in order for up to date eligibility information to be communicated from DelVAX to HPE.
- Timely filing of VFC claims is one year from the date of service.
- Denied claims will require resubmission through the DMES Portal. Resubmit denied claims 90 days after the initial submission. Keep in mind the timely filing limit of one year from the date of service.
- Submit unpaid 2016 VFC claims using the DMES Portal.

**The new DMES process does not alleviate the requirement for VFC providers to report immunization administration to DelVAX. Delaware's mandatory reporting law requires immunization providers to report all vaccine administration to DelVAX.**

The DMAP website will provide billing manuals, and several other resources to assist providers with the the DMES Portal and processes.

If you have questions, please call Provider Relations with questions at 1-800-999-3371, Option 0, Option 2.

Please contact the VFC Program with questions or concerns, 1-800-282-8672.

# How to Check VFC Eligibility for Non-Medicaid (un-insured/ under-insured) VFC Eligible Patients in DMES

How does DMES know a Non-Medicaid (uninsured/ under-insured) patient is VFC Eligible? DMES is updated by the following process:

1. Report the vaccine administration to DeIVAX with the VFC eligibility marked as uninsured via direct data entry, paper form submission or your EHR. **If entering your data via EHR make certain your practice is in the immunization production system.**
2. The eligibility leaves the DeIVAX system and goes to HPE for processing.
3. This process updates DMES with the VFC Eligibility status.

Once the eligibility status is updated in DMES a provider can use the portal to look up the member's eligibility.

1. Log in to the secure Portal > From My Home > click Eligibility tab > Eligibility Verification link.
2. The Eligibility Verification Request box will open.
3. Enter the Member ID if known. If Member ID is not known enter patient's last name, first name, DOB.
4. Click Submit

The screenshot shows the 'Eligibility Verification Request' form. Red arrows point to the following fields: Member ID, Last Name (Doe), First Name (John), Birth Date (01/01/2016), Effective Date (01/01/2017), and the Submit button. A red box highlights the instruction: 'Enter the member information. If Member ID is not known, enter 2 of the following: SSN, Birth Date, Member Name.'

5. If the eligibility has been reported to DeIVAX and the eligibility file has been reported to DMES, a Member ID, VFC Coverage, Effective and End date will be populated in the bottom box that indicates Eligibility Verification Information.

6. Click on the Vaccines for Children Program link in the Coverage box.

The screenshot shows the 'Eligibility Verification Information for' table. A red arrow points to the 'VACCINES FOR CHILDREN PROGRAM' link in the Coverage column. The table contains the following data:

Member ID	Birth Date	Gender	Effective Date	End Date
000000000		Male		
<a href="#">VACCINES FOR CHILDREN PROGRAM</a>			03/12/2015	03/11/2034
<a href="#">Other Insurance Detail Information</a>				

7. Coverage Details will open and a Verification Response ID will show. You can print this page for your records. Use the Verification Response ID when submitting your claim.

[Print Preview](#)

Coverage Details for Member ID: 000000000 - John Doe from 03/12/2015 to 03/11/2014 [Back to Eligibility Verification](#) ?

**Verification Response ID** :

[Expand All](#) | [Collapse All](#)

Benefit Details			
Coverage	Description	Effective Date	End Date
VACCINES FOR CHILDREN PROGRAM	PARTIAL   VACCINES FOR CHILDREN PROGRAM	07/25/2016	07/25/2016

EPSDT Well Child Service Details +

Demographic Details +