



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware EVV Important Contacts

For help with Delaware's Medical Assistance Portal (DMAP) or Medicaid Identifiers (MCDIDs)

Please contact the Gainwell Provider Enrollment Team at 800-999-3371 option 0 and 4 or by email at delawarePRET@gainwelltechnologies.com to discuss the registration process and determine what is needed for your provider accounts.

For help with HHAeXchange (formerly Sandata) portal registration, visit transmission, or aggregator

Contact the HHAeXchange Customer Services by calling 1.833.542.2603 or emailing DEaltev@sandata.com. Please note that when emailing HHAeXchange, providers must indicate in the subject line that they are a Delaware provider (or alternate vendor).

For help with alternate EVV systems

Contact your alternate vendor. If needed, you or your alternate vendor can contact HHAeXchange by emailing DEaltev@sandata.com. Please note that when emailing Sandata, providers must indicate in the subject line that they are a Delaware provider (or alternate vendor).

For help with claims, contact your MCO directly.

AmeriHealth: EVV_Provider_Notification@amerihealthcaritasde.com

Delaware First Health: EVVProviderCommunication@delawarefirsthealth.com

Highmark: EVVProviderCommunication@highmark.com

For general information about EVV, EVV Third Party Systems, forms, or information about provider EVV requirements, visit the DMMA EVV website at or email.

Website: https://dhss.delaware.gov/dhss/dmma/info_stats.html

DMMA email: DHSS_DMMA_EVV@delaware.gov