

# Quick Reference Guide

## Delaware First Health

750 Prides Crossing, Suite 200  
Newark, DE 19713  
Phone: 1-877-236-1341, TTY/TDD: 711



**Website:** <https://www.delawarefirsthealth.com/>

- Patient care forms
- Pre-Auth Needed tool
- Health plan news
- Provider Manual
- Provider Billing Manual
- Preferred Drug List
- Member resources

**Secure Provider Portal:** <https://www.delawarefirsthealth.com/>

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

### Member Eligibility

Check member eligibility via:

- Secure Web Portal
- 24/7 Toll-Free Interactive Voice Response (IVR) Line:  
**1-877-236-1341**
- Provider Services: **1-877-236-1341**
- Urgent requests should be called in.

### Prior Authorization

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

Submit prior authorizations with all clinical information via:

- Secure Web Portal
- Medical Fax: **1-833-967-0502**
- Behavioral (Inpatient) Fax: **1-833-967-0499**
- Behavioral (Outpatient) Fax: **1-833-967-0498**
- Phone: **1-877-236-1341**
- More information on Prior Authorizations can be located on our website at <https://www.delawarefirsthealth.com/providers/resources/prior-authorization.html>

### 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 future appointment.

### Claims

Timely Filing guidelines: 120 days from date of service. Delaware First Health only accepts the CMS-1500 (2/12) and CMS-1450CMS-1450 (UB-04) claim forms.

- Secure Web Portal
- Clearinghouses: EDI Payor ID 68069. Our preferred clearinghouse vendor is Availity, but providers may use their own contracted clearinghouse.
- Mail paper claims to:  
Delaware First Health  
Attn: Claims  
P.O. Box 8001  
Farmington MO 63640-8001
- For all Billing and Claims information, see the Provider Billing Manual found on the website at <https://www.delawarefirsthealth.com/>

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Provider and Member Services: 1-877-236-1341