



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware EVV Important Contacts

Questions regarding MCDID's

Please contact the 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.

Questions regarding any of the following

- State-issued devices
- Sandata systems (registration portal, training, aggregator)
- Interactive Voice Response

Contact the Sandata Customer Services by calling 1.833.542.2603 or emailing Sandata at decustomer@sandata.com. Please note that when emailing Sandata, providers must indicate that they are a Delaware user.

Questions regarding alternate EVV systems

Contact Sandata at: DEaltev@sandata.com

MCO EVV implementation questions

AmeriHealth: EVV_Provider_Notification@amerihealthcaritasde.com

Highmark: EVVProviderCommunication@highmark.com

General information about EVV, EVV Third Party Systems, forms, or information about provider EVV requirements should be directed to the DMMA EVV website: https://dhss.delaware.gov/dhss/dmma/info_stats.html.