

Department of Health and Social Services  
Office of the Secretary - Administration, and  
Division of Substance Abuse and Mental Health

Business Management Improvement Project  
Training: Eligibility and Enrollment

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# Eligibility and Enrollment

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As part of the Business Process Improvement Project, this training will provide stakeholders with an understanding of "Eligibility and Enrollment" procedures. Following this presentation, you will have a more thorough understanding of:

- The role of the DSAMH Eligibility and Enrollment Unit
- Provider responsibilities
- Overview of relevant policies and procedures for Eligibility and Enrollment



# DSAMH Eligibility and Enrollment Unit

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The DSAMH Eligibility and Enrollment Unit (EEU) performs various functions for different DSAMH programs. The EEU verifies Medicaid eligibility and 3rd party insurance enrollment for PROMISE, IMD, and SUD Residential.

IMD

PROMISE

SUD Residential

# Policy Overview

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## **Delaware State Code** (Titles 19, 29, 30, 31) <https://delcode.delaware.gov/>

- A selection of statutes/laws arranged by subject (titles). The State Code governs all that we do and the following sections contain specific information related to policies and procedures for this project.

## **Policy Memorandums (PMs)**

- Policy Memorandums are the Department of Health and Social Service's (DHSS) clarifications to and links between specific state and federal codes.

## **Provider Policies:**

<https://dhss.delaware.gov/dsamh/policies/ProviderPolicies.html>

# Policy Memorandums

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Policy Memorandum #7 – Client Service Waiting Lists

<http://www.dhss.delaware.gov/dhss/admin/pm7.html>

EEU PROMISE Application Process

<https://dhss.delaware.gov/dsamh/files/DSAMH043.pdf>

IMD: DSAMH UR Initial Review

<https://dhss.delaware.gov/dsamh/files/DSAMH034.pdf>

DSAMH UR Concurrent Review

<https://dhss.delaware.gov/dsamh/files/DSAMH035.pdf>

DSAMH UR Retroactive Review

<https://dhss.delaware.gov/dsamh/files/DSAMH037.pdf>

# Eligibility and Enrollment

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# PROMISE - Provider Responsibility

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Providers have 30 days from admission to submit the certification to the EEU.

As a reminder, for certification, a psychiatric evaluation must be done by a psychiatrist or psychiatric nurse practitioner. Without certification, an authorization cannot be given and payment for services cannot be made.

Providers are responsible for tracking their clients' authorization dates. Documents for annual recertification must be submitted 30 days prior to the current authorization expiration.

Claims submitted without authorization will count as an error in calculating the error rate for the next period.

For PROMISE invoices all you need to include in your upload to DocuWare is the invoice cover letter and invoice spreadsheet.

# IMD - Provider Responsibility

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Patients in Emergency Room are referred by the hospital EEU placement team through DTRN.

Potential DSAMH-funded walk-in admissions must be referred to the hospital placement team (EEU) to confirm medical necessity for IMD placement. This includes patients placed on a 24-hour hold initiated at the IMD.

For IMD invoices, in addition to the invoice cover letter and invoice spreadsheet, providers must submit the final authorization form and the EOB or underinsured justification (if applicable). IMD providers should complete and save the PM37 forms, Appendix A-C, but do not need to submit them with the invoice.



# SUD - Provider Responsibility

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In an effort to increase treatment access, only SUD Residential/Detox ASAM Level 3.3-3.7 and NARR IV require authorization.

For SUD Residential/Detox, in addition to the invoice cover letter and invoice spreadsheet, providers must submit the final authorization form and the EOB or underinsured justification (if applicable).

For SUD CBHOT invoices, in addition to the invoice cover letter and invoice spreadsheet, providers must submit the EOB or underinsured justification (if applicable).

For SUD Fixed Rate NARR (1-3), only the invoice cover letter and invoice spreadsheet is required.

# Thank you

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**Thank you for attending!**

**For any questions, please contact a member of our team:**

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