

## INTRODUCTION TO DELAWARE FIRST HEALTH



Our purpose is to transform the health of the community, one person at a time. We know this is only possible by building a strong partnership with you.

We are dedicated to providing you with reliable services and support. As our partner, you have access to industry knowledge, resources and programs created to deliver efficiencies for your practice so you can focus on your patients. We developed this packet to introduce ourselves and to welcome you by providing some initial resources.

We look forward to working with you.

### Suggested next steps:

- Register on our **Secure Provider Portal**
- Set up **Electronic Funds Transfer** with Delaware First Health
- Get familiar with **Prior Authorization** requirements
- Review the **Quick Reference Guide** for office administrative task information
- Hang the **Window Decal** to show you accept Delaware First Health
- Let us know what we can do to help
- Provider Services Toll Free Number **1-877-236-1341**

### Delaware First Health Overview

Established to deliver quality healthcare in the state of Delaware through local, regional and community-based resources, Delaware First Health is a Prepaid Health Plan and subsidiary of Centene Corporation (Centene). Delaware First Health exists to improve the health of its beneficiaries through focused, compassionate and coordinated care. Our approach is based on the core belief that quality healthcare is best delivered locally.

## Benefits & Services for Patients

We deliver top-quality coverage for your patients, but the focus doesn't stop there. Our coverage extends beyond your office or organization to offer valuable programs and educational tools to patients, making it easier for them to be engaged in their health.

- **Comprehensive Medical Care**

Our plan includes essential health benefits that your patients need such as preventive care, maternity care, and emergency services.

- **Care Coordination**

Care coordinators work closely with you and your patients to make sure their health needs are always met, including medical, behavioral, and social needs.

- **24/7 Nurse Advice Line**

Rest assured knowing that patients have 24/7 access to our medical advice line for answers to all of their health questions.

- **Maternity Care Coordination**

Our dedicated maternity care coordination team works closely with you and your maternity patients, especially those that have a medium or high risk level for an adverse event.



**QUESTIONS? Contact Provider Services: Toll Free Number 1-877-236-1341**



[Provider.DelawareFirstHealth.com](https://Provider.DelawareFirstHealth.com)

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