

Organizational Behavioral Health Initial Credentialing

This set up is for a facility-type practitioners. Behavioral health facility-type providers include:

- Institutional for medical diseases
- Inpatient mental health facilities
- Inpatient and outpatient substance abuse facilities
- Inpatient residential treatment centers
- Outpatient mental health
- Outpatient methadone clinic
- Outpatient autism provider
- Outpatient alcohol and drug counseling agency with practitioners

Application Instructions

Prior to applying to Highmark Health Options, providers must enroll with the State. Instructions for enrolling with the Delaware Department of Medicaid and Medical Assistance (DMMA) are [available on the DMMA website](#).

The following information is required to complete the application:

1. A current copy of the State of Delaware DHSS/DSAMH healthcare license, if required, and if licensure is not required, the provider's state business license must be submitted.
2. Documentation of Medicare welcome letter and NPI provider numbers.
3. A copy of the most recent state agency survey letter for Medicare Certification, if applicable.
 - a. If there were deficiencies, must include the survey report with plan of correction and documentation that this was approved by the state agency.
4. A copy of a current Professional Liability Insurance certificate.
5. A copy of applicable accreditation certificates with expiration dates.
6. A completed and signed copy of the [Delaware Medicaid Disclosure Statement](#).
7. [Review the credentialing and contracting requirements](#) for your specialty.

NOTE: An incomplete application cannot be saved and completed at a later time. The entire application must be completed in one session.

[Start the credentialing process](#) by visiting the Highmark BCBS Delaware Provider Resource Center. Click on "Organizational Credentialing Forms" in the Credentialing dropdown on the right. Then, click "Behavioral Health Application for Organizational Providers."

The screenshot shows the 'PROVIDER RESOURCE CENTER' for Highmark Delaware. The page features a navigation bar with links for 'MANUALS', 'MEDICAL POLICY SEARCH', 'PHARMACY POLICY SEARCH', 'REQUIRING AUTHORIZATION', and 'eSUBSCRIBE'. A search bar is located below the navigation. The main content area is titled 'ORGANIZATIONAL BEHAVIORAL HEALTH INITIAL CREDENTIALING SET UP'. A left-hand navigation menu lists several categories: COVID-19, NO SURPRISES ACT, CARE MANAGEMENT PROGRAMS, CLAIMS, PAYMENT & REIMBURSEMENT, and CREDENTIALING. Under CREDENTIALING, there are four sub-items: Professional Initial Credentialing Set Up, Organizational Initial Credentialing Set Up, Organizational Behavioral Health Initial Credentialing Set Up, and Organizational Credentialing Forms. The 'Organizational Credentialing Forms' item is highlighted with a green box. The main content area contains a paragraph explaining the credentialing process and a list of documents to be attached. The document 'Behavioral Health Application For Organizational Providers' is highlighted with a green box. A footer note indicates the page was last updated on 3/1/2022 at 3:24:38 PM.

Continue to complete the required fields and upload documents as indicated. Providers will receive a confirmation email after submitting the form. Save the confirmation number from the confirmation email to quickly follow up on the status of the application.