



By



delaware  
first health.

## Aligned D-SNP – FAQ and Information

**Starting January 1, 2026, Delaware becomes a HIDE (Highly Integrated Dual Eligible) state**—bringing stronger coordination between Medicaid and Medicare services. Our 2026 offerings include Wellcare Medicare Advantage plans, and the Wellcare by Delaware First Health Dual Align plan. The Wellcare by Delaware First Health Dual Align combines Medicaid and Medicare Advantage benefits into one easy-to-use plan, now aligned under Delaware’s new HIDE model for better care coordination and improved health outcomes.

Note that there are many types of D-SNP plans (including fully integrated, highly integrated and coordinated plans), as well as plans that are aligned or unaligned, so we encourage you to visit the [CMS Medicare Manage Care Manual](#) to learn more about each type of plan. You may have patients who are in one of these other D-SNP plan types where integration, benefit design and coordination level varies.

The information in this FAQ applies specifically to our aligned D-SNPs.

### **What is the name of the aligned D-SNP plan in my state?**

Our aligned D-SNPs typically include “Dual Align” as part of the plan name. You will see this plan name and a new logo on correspondence and member ID cards that couples Wellcare (Medicare Advantage) and Centene’s Delaware Medicaid plan logo, Delaware First Health.

### **Will there be a change to payment schedules or rates?**

Connect with your local [Provider Engagement Account Manager](#) if you have questions about rate or payment schedules.

### **Where do I submit claims?**

Providers can login to Availity Essentials or our Secure Provider Portal (Legacy) to manage claims and other tasks quickly and easily, including:

- Submitting claims
- Checking claims status
- Submitting authorizations
- Checking eligibility and benefits

Additional options are outlined in your Provider Manual available on the provider website at [www.wellcarede.com/for-providers](http://www.wellcarede.com/for-providers).

### How can I register for the provider portal?

Secure Provider Portal (Legacy): If you are a contracted Delaware First Health provider, you can register now. If you are a non-contracted provider, you will be able to register after you submit your first claim. Please visit the [Secure Provider Portal Registration page](#) to begin.

Availity Essentials: You must be logged into your Availity Essentials account to register and attend live training. To register for an Essentials account, visit [Register and Get Started with Availity Essentials](#)

### Will there be any changes to member benefits?

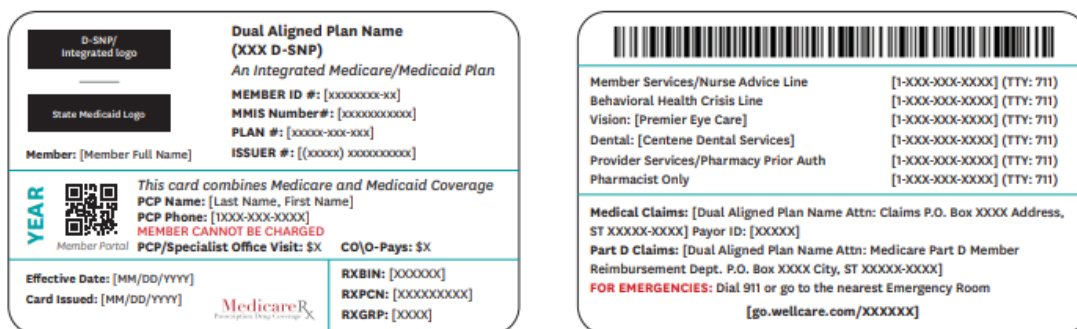
Any benefit changes will be reflected in the Annual Notice of Change (ANOC) document sent to members in September, whether they are new to a D-SNP plan or transitioning from another plan type.

### How can I identify an aligned D-SNP member?

Beginning January 1, 2026, members will present with an ID card that displays a new combined logo for Wellcare and the state Medicaid plan. Some ID cards may also include the state's Medicaid program logo. Refer to the [Wellcare website](#) for more specific details on ID cards in Delaware. The example below is illustrative of layout; actual layout may vary slightly based on plan:

If your organization is new to Availity, start by registering with Availity today:

<https://www.availity.com/multi-payer-portal-registration/>.



### Who do I contact with a question regarding the new aligned D-SNP?

Your first point of contact is Provider Services. A provider services representative may be reached at 1-844-536-2169. You may also connect with your local [Provider Engagement Account Manager](#) if you have questions about our aligned D-SNP.