



## CHECKING PRIOR AUTHORIZATION STATUS VIA Delaware Medical Assistance Program (DMAP) WEBSITE:

- Go to the DMAP website: [www.dmap.state.de.us](http://www.dmap.state.de.us)
- From the Homepage, select the link for *Interactive Services*.
- Log in using your Web User ID and Web Password.
  - If not enrolled yet, select the Register link on the right of the User ID box. To register, you will need your NPI number, taxonomy and PIN number.
  - Please contact Provider Relations if you do not have any of this information
    - 800-999-3371, press 0 then option 2
- Once logged in, click on the *Prior Authorization* link either in the middle of the page or in the gray box on the left-hand side.
- Your Provider NPI Number and Provider Taxonomy will be shown above the search criteria. Only Prior Authorizations (PAs) submitted with this NPI number will be shown in the search. (See below for more information.)
- Requesting Provider will already be selected.
  - Note: Supplying Provider is the pharmacy providing the medication.
- In the Optional Search Criteria section, you only need to enter the Medical Assistance Number (client's Medicaid ID number).
  - You may also select the Begin Date and End Date when PA was submitted if you have submitted several PA requests for this client.
- Click Submit.
- The results will show all the Prior Authorizations completed for this client that were entered with **YOUR WEBSITE-REGISTERED NPI NUMBER**.
  - *NOTE: IF YOU SUBMITTED A FAX REQUEST AND DO NOT WRITE THE NPI NUMBER YOU HAVE REGISTERED THROUGH THE WEBSITE ON THE REQUEST FORM AND A DIFFERENT ONE IS ENTERED, YOUR SEARCH WILL NOT YIELD ANY RESULTS.*

- The results will give you the PA number, begin and end dates of PA, the status of the PA, the date it was reviewed and a description of what was requested.
- Any questions or problems, please contact Pharmacy Services at 1-800-999-3371 press 0, option 1.