

# **Delawareans with Special Health Needs: Medicaid Managed Care Panel**

**NEW!** All meetings are now in a phone conference format to accommodate family participation.

*See below for conference call information.*

## **Who are we:**

In the late 1990's Delaware Medicaid went from a fee for service system to a Managed Care system. Many Families of children and young adults with special healthcare needs were told they would no longer receive many home health services.

A group of **parents** from the *Partner's in Policymaking* met with state Medicaid officials and representatives from the Medicaid Managed Care companies. Many brought their children to the meeting. This was the beginning of a long and respectful relationship.

## **What do we do:**

### **We are a PARENT run group.**

We give families a vehicle through which they can address concerns about service delivery for their child with special health care needs. Our families usually get results within a week or two of the meeting. Many state partners choose to attend our meetings. We have representatives from the following agencies:

- Medicaid Office
- Department of Education
- Legal Aide
- Health Benefits Managers Office
- The Children with Special Health Care Needs Director
- Others as interested

## **When do we meet:**

We meet on a phone conference quarterly currently scheduled for Tuesday: **January 11, 2011**

The phone line is available from 11:00 AM to 1:00 PM. All meetings are now in a phone conference format to accommodate family participation.

## **How to Participate on a Call:**

For information on the next meeting, instructions on how to participate and to be added to our call reminder list please contact:

Ann Phillips [aphillip@udel.edu](mailto:aphillip@udel.edu)

Place '**MCO Meeting request**' in the subject line.

Medicaid managed care panel. Please join us on our next Delawareans with Special Health Care Needs Medicaid Managed Care Panel call. Thank you! We thank the Delaware Department of Public Health / Children with Special Health Care Needs staff for providing the phone line for our calls.

***Here are the calling instructions for your conference call.***

1. Dial 1-800-391-2548 and follow the voice prompts.
2. At the voice prompt, enter your Participant Code 20116545 followed by the # key.
3. You will be connected to the conference if your Passcode is correct. Otherwise, you will be transferred to a conference operator for assistance.
4. Press \*0 for the assistance of a conference operator during the conference.
5. If you are disconnected for any reason, you can dial in again and re-enter your passcode 20116545#.

**To call in dial (Toll Free):** 1-800-391-2548.

**Participant code (PLEASE NOTE THE CHANGE):** 20116545#

Please introduce yourself briefly. Parents will have the first option for time to speak.

Please try to share your concern in 10 minutes.

The Call Parent Moderators are: *Ann Phillips, Beth MacDonald and Janice Johnson.*