

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:

July 13th

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 If you are having any concerns or issues about your child's Medicaid/managed care coverage, please email me ahead of time if possible so that we can be better prepared to help you. The call will end by noon if no callers are present on the line.

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.

Conference call number and passcode instructions:

Here are the calling instructions for your conference call.

1. Dial the phone number listed below and follow the voice prompts.
2. At the voice prompt, enter your Participant Code 69476097 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 69476097#.

Dial-in Number: US Toll Free 1-800-391-2548
Participant Code * 69476097 *followed by the # key.*

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 and Janice Johnson.