Call in NUMBER for 2016 -1-800-220-9875 and participant code is 40369724#

Who is Delaware Family Voices, Inc.? What is an MCO call?

- **Delaware Family Voices** is a parent run non-profit organization that facilitates these monthly calls. You may call Delaware Family Voices for assistance anytime and/or still participate on these monthly calls.
- The monthly MCO (MEDICAID Managed Care Organization) call gives families a non-adversarial forum through which they can address concerns about the Medicaid Managed Care they have for their children with special health care needs.
- The families have an opportunity to share their concerns and ask questions. Through this method, many families have a better understanding of how the systems work. The providers and policymakers are able to hear how current rules and regulations impact families.
- Families may also call to discuss issues related to **Medicaid services for children with mental health/behavioral or emotional needs and accessing those services.**
- We also cover issues regarding anyone who has the **Diamond State Health Plan Plus (adults).** This program took effect in April 2012. **United Health and Highmark (Health Options)are the same MCO's for children and adults.**
- **What happens on these calls?**
  - You will have up to 10 minutes of uninterrupted time to discuss and share your concerns, questions, issues.
  - When a family member calls to ask a question or discuss an issue there are people on the call willing to listen and problem solve with you. This is an effective non-adversarial way of problem-solving.
- Many state partners choose to attend our meetings. Representatives from the following agencies may include:
  - Division of Medicaid and Medical Assistance
  - Medicaid Managed Care Organizations
  - Disability Law Program
  - Division of Prevention and Behavioral Health Services
  - The Children with Special Health Care Needs Director from Public Health
  - Representatives from DDDS
  - Nursing and home Health agencies
Autism Delaware
Others as interested and all are welcome

- **When do we meet?**
  - The second Tuesday of every month.
  - **For 2016 we have the same number and passcode we used in 2015.**
  - The phone line is available from 11:00 AM to 1:00 PM.
  - How to Participate on a Call:
    - **To call in dial (Toll Free):** *(800) 220-9875*
    - **Participant code:** 40369724 #
    - Please introduce yourself briefly. Parents will have the first option for time to speak.
    - Please try to have someone from your organization on the call, your input is needed.
    - Please share with families that may benefit from this call.
    - To be added to our call reminder list please contact: **Griselle Rodriguez at p2p@defv.org**
    - The call will end by noon if discussions have concluded and there are no additional questions.
    - **2016 calls will be held -1/12, 2/9, 3/8, 4/12, 5/10, 6/14, 7/12, 9/13, 10/11, 12/13 No calls for August and November 2016.**
    - **We thank the Delaware Department of Public Health / Children with Special Health Care Needs staff for providing the phone line for our calls.**

*Ann Phillips  
Executive Director  
Delaware Family Voices*

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