



## Join us for our Monthly MCO Calls

**NEW MCO Call-in NUMBER for 2015: 1-800-220-9875 - Participant code is 40369724 #**

### Who is Delaware Family Voices, Inc.?

- **Delaware Family Voices** is a parent run non-profit organization that facilitates the monthly MCO calls.

### What is an MCO call?

- 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.
- 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. Providers and policymakers are able to hear how current rules and regulations impact families.
- Families may also discuss issues related to **Medicaid services for children with mental health/behavioral or emotional needs and how to access those services.**
- We also cover issues regarding anyone who has the **Diamond State Health Plan Plus (adults)** which took effect in April 2012. **United Health and Highmark** are the same MCO's for children and adults.

### What happens during an MCO Call?

- You will have up to 10 minutes of uninterrupted time to discuss and share your concerns, questions, and issues.
- When a family member asks a question or discusses an issue, there are people on the call willing to listen and help problem solve with the family. This is an effective, non-adversarial way to resolve MCO questions and issues.

### Who Attends an MCO Call?

- Family members and caregivers.
- Many state partners.
- Representatives from the following agencies may attend an MCO Call:

- 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

**How to Participate on an MCO Call:**

*Note: For 2015 we have a new phone number and a new participant code.*

- MCO Calls are the second Tuesday of every month.
- The MCO phone line is available from 11:00 AM to 1:00 PM.
- **To call in, dial (Toll Free): (800) 220-9875**
- **Enter the Participant code : 40369724 #**
- Please briefly introduce yourself. Parents will have the first option for time to speak.
- The call will end by noon if discussions have concluded and there are no additional questions.

**Additional Call Information:**

- Please try to have someone from your organization on the call. Your input is needed.
- Please share the MCO Call information with families that may benefit from this call.
- To be added to our call reminder list please contact: **Ann Phillips at [annp@defv.org](mailto:annp@defv.org).**

**The 2015 Monthly MCO Phone Call Schedule:**

- 1/13 - 2/10 - 3/10 - 4/14 - 5/12 - 6/9 - 8/11 - 9/8 - 10/13 - 11/10
- **Note: No calls for July and December**

*We thank the Delaware Department of Public Health / Children with Special Health Care Needs staff for providing the phone line for our calls.*

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