

**Delaware Family Voices (DEFV) is a parent run non-profit organization that facilitates these monthly calls.**

**What is an MCO call?**



**Call in Number: 1 800-220-9875**  
**Participant code: 40369724 #**

- 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 and/or disability.
- Families may also call to discuss issues related to Medicaid services for children with mental health/behavioral or emotional needs and accessing those services
- **You may call DEFV office 302 669-3030 for assistance anytime and/or still participate on these monthly calls, using the call in number.**
- 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.
- We will also take questions from adults who have AmeriHealth Caritas and Highmark Health Options as their Medicaid MCO through the **Diamond State Health Plan Plus (adults)**. This program took effect in April 2012. **AmeriHealth Caritas and Highmark** are the same MCO's for children and adults.

**What happens on these calls?**

- Parents will have up to 10 minutes of uninterrupted time to discuss and share your concerns, questions and issues.
- When a family member calls to ask a question or discuss an issue there are people on the call willing listen and problem solve with you. This is an effective non-adversarial way of problem-solving.
- Many state partners and nonprofit organizations choose to attend our meetings. Representatives from the following organizations may include:
  - Medicaid Managed Care Organizations
  - Division of Medicaid and Medical Assistance
  - Disability Law Program
  - Division of Prevention and Behavioral Health Services
  - Representatives from DDDS
  - Nursing and Home Health agencies
  - Autism Delaware
  - Private Practitioners (therapists, physicians)
  - Others as interested and all are welcome

**When do we meet?**

- **The second Tuesday of every month.** The phone line is available from **11:00 AM to 1:00 PM**. The call will end by noon if discussions have concluded and there are no additional questions.

- *Spanish call: April and October.*
- *No call for July or December.*

2019 MCO Call Calendar					
January	February	March	April	May	June
Tuesday 8	Tuesday 12	Tuesday 12	Tuesday 9	Tuesday 14	Tuesday 11
			Spanish Call		
July	August	September	October	November	December
	Tuesday 13	Tuesday 10	Tuesday 8	Tuesday 12	Tuesday 10
			Spanish Call		

**How to participate on the 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.
- *(Providers)* 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 Delaware Family Voices (DEFV): p2p@defv.org**  
**For questions call us: 302-669-3030 /3033**

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