

DELAWARE FAMILY VOICES MCO MEDICAID MANAGED CARE ORGANIZATION (MCO)

WHAT IS THE MCO CALL?

A FORUM WHERE PARENTS/CAREGIVERS HAVE THE OPPORTUNITY TO ASK QUESTIONS AND/OR DISCUSS ISSUES THEY ARE HAVING WITH THEIR MEDICAID MCO (HIGHMARK HEALTH OPTIONS OR AMERIHEALTH CARITAS). COMMON ISSUES DISCUSSED HAVE INCLUDED: CARE COORDINATION REQUESTS, IN HOME CARE HOURS, DENIALS, THERAPIES, PRIVATE DUTY NURSING, SUPPLIES, EQUIPMENT AND MEDICATION. DURING THE CALL MCO'S AND MEDICAID REPRESENTATIVES, ALONG WITH OTHER PARTNER ORGANIZATIONS CAN HELP PROBLEM SOLVE WITH YOU.

WHO SHOULD CALL? WHY CALL?

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PARENTS OR CAREGIVERS OF CHILDREN WITH ANY SPECIAL HEALTH CARE NEEDS, MENTAL HEALTH/BEHAVIORAL OR EMOTIONAL NEEDS, WHO HAVE QUESTIONS AND CONCERNS REGARDING THE MEDICAID INSURANCE THEY HAVE FOR THEIR CHILDREN. ANY ORGANIZATION, PROVIDER OR STATE AGENCY WITH QUESTIONS OR CALLING TO LISTEN AND LEARN. ADULTS WHO HAVE AMERIHEALTH CARITAS OR HIGHMARK HEALTH OPTIONS AS THEIR MEDICAID MCO THROUGH THE DIAMOND STATE HEALTH PLAN PLUS PROGRAM.

JOIN US THROUGH ZOOM EVERY SECOND TUESDAY OF THE MONTH AT 11:00 AM

2022 MCO CALL SCHEDULE

JANUARY 11- FEBRUARY 8- MARCH 8 - APRIL 12- MAY 10- JUNE 14- AUGUST 9-
SEPTEMBER 13- OCTOBER 11- NOVEMBER 8 (NO CALLS IN JULY & DECEMBER)

To register for the MCO Call, please visit our event calendar at picofdel.org/events, call the office at **302.999.7394** or email us at picofdel@picofdel.org.

Family-to-Family Health Information Center was made possible by a grant through the U.S. Department of Health & Human Services, Health Resources & Services Administration, Maternal & Child Health Bureau. This grant program was established by the Family Opportunity Act of 2005, amended by Patient Protection & Affordable Care Act of 2010. *Keeping families at the center of children's health care*

Delaware
FAMILY VOICES[®]

