

# MANAGED CARE ORGANIZATION

## (MCO) calls 2024

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



### WHAT IS THE MCO CALL?

- A forum where parents and caregivers have the opportunity to ask questions and 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 partner organizations can help problem solve with you.

### WHO SHOULD CALL? WHY CALL?

- Parents or caregivers of children with 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 Delaware First Health.

### 2023-2024 MCO CALL SCHEDULE

- |                     |                      |
|---------------------|----------------------|
| • January 9, 2024   | • June 11, 2024      |
| • February 13, 2024 | • August 13, 2024    |
| • March 12, 2024    | • September 10, 2024 |
| • April 9, 2024     | • October 8, 2024    |
| • May 14, 2024      | • November 12, 2024  |

To register for the MCO call, scan the QR code, visit our event calendar at [picofdel.org/events](http://picofdel.org/events), call the office at 302.999.7394, or email us at [picofdel@picofdel.org](mailto:picofdel@picofdel.org).



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