



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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