

DELAWARE FAMILY VOICES

MCO CALLS

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?

- 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 every second Tuesday of the Month

At 11:00 am

MCO call in Number:

1 800-220-9875

Access code:

40369724#

2021 MCO CALL CALENDAR

| January | February | March | April | May | June |
|------------|------------|------------|--------------|------------|-----------|
| Tuesday 12 | Tuesday 9 | Tuesday 9 | Tuesday 13 | Tuesday 11 | Tuesday 8 |
| | | | Spanish Call | | |
| July | August | September | October | November | December |
| No Call | Tuesday 10 | Tuesday 14 | Tuesday 12 | Tuesday 9 | No call |
| | | | Spanish Call | | |

Call us today for more information:
302-669-3030



www.defv.org