

Two Opportunities for Families with Children and Youth with Special Health Care Needs

1. Mental/Behavioral/Emotional Health Care Panel Call

The Mental Health Care Panel call address the needs and concerns of families with children and youth who have Mental Health and Behavioral/Emotional needs. This is an opportunity for families to call and ask questions related to children's mental health and behavioral needs. Please join us and representatives from the Division of Prevention and Behavioral Health Services, Disability Law, Medicaid, Delaware Physicians Care Inc., United Healthcare and other agencies.

Mental Health Care Call Schedule:

Mental health calls are ever other month, the second Tuesday, from 11:00am to 1:00pm.

2014 Call In schedule: January 14th, March 11th, May 13th, July 8th, Sept. 9th, November 11th

2. Medicaid Managed Care Panel Call

Do you have an issue or question regarding your Managed Care organization? This is parent run to provide an opportunity for you to call and ask questions, air grievances or just listen and learn. Other families will be on the call and representatives from Medicaid, Delaware Physicians Care Inc., United Healthcare and other agencies participate. This is a non-adversarial way of problem-solving.

Managed Care Call Schedule:

Managed care calls are every other month, the second Tuesday, from 11:00am to 1:00pm.

2014 Call In Schedule: February 11th, April 8th, June 10th, August 12th, Oct. 14th, Dec. 9th

PARTICIPATING IN CALLS:

To call in, dial (Toll Free) 1-800-391-2548, then enter Participant code, 53192759#

For information on the next phone meeting, instructions on how to participate and to be added to our call reminder list, please contact: Ann Phillips annp@defv.org or Wanda Ford sfn@defv.org. Future Call In dates may also be found on our website (www.DEFV.org), under the Events tab.



If you are having concerns or issues about your child's Medicaid/managed care coverage, please email us ahead of time if possible so that we can be better prepared to help you. Please place either 'Medicaid Managed Care' OR 'Children's Mental Health' in the subject line. The call will end at 12:00pm if no callers are present on the line. Thank you!

We thank the Delaware Department of Public Health/Children with Special HealthCare Needs staff for providing the phone lines for our calls.