

Quarter 4 Activities

- The DME and Supplies Workgroup met in October and November. The December meeting was cancelled due to the holidays.
- Finalized a “What to Expect When DME/Supply Availability Changes” brochure to support families with information to help navigate different scenarios when DME or supplies change.
- Reviewed Delaware-specific and national resources to support families with the development of a care notebook.

Key Issues to Note

- The workgroup provided input on the “What to Expect when DME or Supplies Change” brochure.
- PIC/MCO calls are continuing to handle member-specific issues related to DME/supplies.
- Families raised issues related to changes in tube connector supplies. The group brainstormed resources and supports to assist families in navigating these changes.
- PIC will be providing a training to families on how to develop care notebooks.

Upcoming Activities

- Upcoming workgroup meetings:
 - January 23, 2024
 - February 27, 2024

2023 Q1

- Explored issues and activities for the 2023 work plan.
- Developed draft 2023 work plan.
- Discussed immediate issues related to changes in DME and supplies.

2023 Q2

- Created current "communication flows" that show supports and communication when DME/supply availability changes.
- Identified opportunities to clarify and improve family supports when DME/supply availability changes.
- Care coordination training was shared with Delaware First Health.

2023 Q3

- Finalized "communication flows" that map the current system of family supports and communications when DME or supply availability changes.
- Completed draft “What to Expect When DME/Supply Availability Changes” brochure.

2023 Q4

- Distributed brochure to MCOs, posted on CMCAC website, etc.
- Reviewed resources to support families with the development of a care notebook.

*Note that supplies includes pharmaceutical supplies.

