



Dear [Member name],

Welcome to Private Duty Nursing!

What is Private Duty Nursing Care Coordination? It is a program offered by Delaware First Health that can help you, the caregiver, to manage the medical needs of your child. It is our way of showing that we care about you and your child. We want to be a partner with you and your child's medical team as you face ongoing challenges.

The Private Duty Nursing Care Coordination program can help any Delaware First Health member who has complex health needs requiring Private Duty Nursing. We will:

- Assign a Private Duty Nurse Care Coordinator (Care Coordinator) to help you get the right care at the right time to meet your child's medical needs.
- The Care Coordinator will work with you to obtain paperwork needed to assist in the authorization/review process.
- The Care Coordinator will contact you to schedule a time to meet with you and your child in person or over the phone.
- The Care Coordinator will help you, your child, and your providers create an individualized care plan.
- The Care Coordinator will work with you, your child, and your providers to coordinate necessary services and obtain supplies.
- The Care Coordinator will keep in touch with you and your child by phone or with face-to-face visits to help meet your child's needs.

The enclosed packet/toolkit includes the following items:

- Private Duty Nursing (PDN): What to Expect, Common Issues, and Alternatives.
- Authorization of Disclosure for Health Information form.
- Medicine safety information.
- Advance directive information.
- 24/7 Nurse Call Line information.

Being a caregiver for someone with complex needs can be stressful. Your Care Coordinator is here to guide you and your child through this process. If you have any questions about the Care Coordination program, please contact me. I am in the office from Monday to Friday, 8:00 a.m. until 5 p.m. If I am not in the office, you can leave a message on my private voicemail. I will call you back as soon as I can.

Sincerely,

|REPNAME|, |cred|
|REPTITLE|
|REPPH|

If you need this in another language, oral interpretation, auxiliary aids and services, or an alternative format call us.

Delaware First Health: 1-877-236-1341 (TTY: 711).

Si necesita esto en otro idioma o en un formato alternativo, o si necesita interpretación oral o servicios y dispositivos auxiliares, llámenos.

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如您需要以其他語言、口譯、輔助工具和服務或其他文件格式檢閱此資訊，請致電我們。

Delaware First Health : 1-877-236-1341 (TTY : 711) 。

Delaware First Health complies with applicable Federal civil rights laws and does not discriminate on the basis of health status, race, color, national origin, sex, sexual orientation, gender identity, or disability.