Family Tips and Tricks

- Have your MCO care coordinator’s number saved in your phone. If you forget your care coordinator’s phone number, call the member services number on the back of your member ID card.
- Keep a binder with your child’s DME/supply order information and contact information for the DME provider(s) you’ve used. Make sure the binder includes information about your child’s specific needs (e.g., sizes, etc). Your MCO care coordinator and your child’s medical team can help you get information to put in the binder.
- There are many locally available resources, support groups, and social media groups for further support. Your MCO care coordinator can help you find resources and supports specific to your and your child’s needs.
- Keep your care coordinator updated on any changes you experience, such as new primary insurance information, switching DME providers, etc.
- Families have a choice in their DME provider and can reach out to them at any time for assistance or if you have questions. Families can also reach out to their care coordinator at any time to change their DME providers.
- Check the [CMCAC Resources page]() for additional information.

DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid and Medical Assistance

What to Expect when Your Child’s Medical Equipment or Supplies Change

There are resources available to help you and your family navigate the change.

There may be a change in DME or supplies when…

- Your child comes home from the hospital with new equipment or supplies.
- Your child's needs change.
- There is a shortage or a recall of a product.
- A manufacturer stops making a product.

Children with medical complexity often have medical equipment and supplies ordered by their doctor to help with their daily activities. There are times when your child's medical equipment or supplies may change unexpectedly or your child needs new equipment or supplies. These changes can be small or big. These situations can be stressful as you learn to use the new equipment or supplies. There are resources available to help you and your family navigate the change.

In these situations, help is available

- Your MCO care coordinator is your partner and primary source of support and can help you navigate changes in DME and supplies. They can help you understand your choices and pick the best option for your child. They are there to make sure you and your child have what you need. Care coordinators can:
  - Follow up with DME providers to coordinate equipment and supplies
  - Work with your doctor to get orders for new equipment or supplies
  - Communicate with primary insurance companies
  - Help determine what DME and supplies are covered by Medicaid
  - Support you in transitions, such as hospital discharge
- Your DME provider can:
  - Answer questions and provide training on how to use equipment and supplies
  - Help with repairs and replacement of equipment
  - Submit prior authorization requests to insurance companies
  - Verify that you have the correct equipment and supplies
- Other members of your child's medical team (e.g., pediatrician, private duty nurse, home infusion provider, therapists, or other specialty care providers) can:
  - Also answer questions about equipment and supplies and may be able to help train you and other family/friend caregivers on how to use equipment and supplies.
- If your child is coming home from the hospital, the hospital staff will show you how to use your child's equipment and supplies before you leave the hospital. The hospital discharge planning team can also support you with your child's equipment and supplies as you transition back home.