MEDICAID MANAGED CARE PROCUREMENT TOWN HALL MEETING

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Division of Medicaid and Medical Assistance
AGENDA

1. Background
   Let you know what we are doing and why

2. Program Priorities
   Discuss DMMA’s priorities for the next managed care organization procurement

3. Key Procurement Dates
   Share anticipated procurement schedule

4. Gathering Your Feedback
   Discuss ways to share your feedback and stay informed

5. Next Steps
   Provide next steps
240,000
Over 240,000 Delawareans (almost 25% of the State population) are enrolled in Medicaid and the Children’s Health Insurance Program (CHIP).

Services
Provides physical health, behavioral health, and long-term services and supports to individuals, families, children, and seniors.

2 MCOs
Medicaid managed care organizations:
• AmeriHealth Caritas Delaware
• Highmark Health Options
DMMA’s current MCO contracts end December 31, 2022.

DMMA will procure MCOs that will start serving members on January 1, 2023.

The procurement is an opportunity to:
- Solicit feedback from stakeholders.
- Introduce new initiatives and contract enhancements.
- Advance our vision for Medicaid.
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<th><strong>Member focus</strong></th>
<th>Medicaid innovation should improve quality and outcomes for members and advance health equity.</th>
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<td><strong>Accountability</strong></td>
<td>MCOs will have increased accountability to the Delaware Department of Health and Social Services (DHSS) for program costs, performance, and creativity.</td>
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<td><strong>Lead by example</strong></td>
<td>Medicaid and the MCOs will lead by example when it comes to innovation across Delaware’s health care system.</td>
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<td><strong>Promote program evolution</strong></td>
<td>DMMA will use the procurement as an opportunity to build upon the existing contract and successes.</td>
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<td><strong>Cross-agency collaboration</strong></td>
<td>DMMA will look for ways to align with other DHSS programs and state initiatives.</td>
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KEY PROCUREMENT DATES*

December 1, 2021
DMMA issues RFP

April 2022
DMMA awards contracts

January 1, 2023
Go-Live

*Dates provided are subject to change.
HOW TO PROVIDE FEEDBACK

Today we will be prioritizing feedback from members. Please limit your comments to two minutes so we can hear from as many people as possible.

If you would like to speak, use the 'Raise Hand' button in the 'Participants' panel and we will unmute your line.

• Remember to unraise your hand when you are done speaking.

You can also provide written comments in the chat or through the Q&A feature in Zoom.

Specific questions/concerns with current MCOs/providers can be directed to MedicaidInfo@Delaware.gov.
CONSIDERATIONS

What can DMMA and/or MCOs do to enhance Medicaid for members?

What ideas do you have to:
- Improve access to care?
- Integrate behavioral and physical health care?
- Increase community engagement?
- Support and expand primary care?
- Increase opportunities for members to live the healthiest life possible?
- Advance long term services and supports?

What additional priorities should DMMA consider?

What other thoughts or ideas do you have for us?
NEXT STEPS
Email us with any additional feedback you have at: DMMA_RFP@delaware.gov.

All feedback received by August 15, 2021 will be considered as we develop the new MCO contract and RFP.

Any later feedback will be considered for future program changes.

DMMA will periodically post new information on our website: https://dhss.delaware.gov/dhss/dmma/. 