



Summary of MCO Procurement Town Hall Meetings

In July 2021, DMMA hosted four public town hall meetings to gather stakeholder feedback on priorities and initiatives for the MCO procurement. Two meetings were focused on members and two meetings were focused on providers. Over 80 stakeholders participated in the town hall meetings, including members and their families, advocacy groups, and several types of providers.

Below are the themes in the stakeholder comments from the town hall meetings.

Theme	Examples of Specific Feedback
Member Supports	<ul style="list-style-type: none">• Commenters expressed a need for better information about the benefits available to them and how to access benefits.• Commenters described a need for more information about forums where members can engage with the managed care organizations (MCOs) (e.g., the existing MCO member advisory committee).• Members and their families described challenges with access to private duty nursing services and respite care.• Commenters discussed the importance of assistive technology and home modifications to members' quality of life and to help members stay in the community.• Commenters identified the need to better support members in addressing social determinants of health.• A commenter suggested ways to improve early diagnosis, treatment and coordination of care for members living with Alzheimer's and dementia.
Provider Supports	<ul style="list-style-type: none">• Providers described the administrative burden of working with the MCOs, especially for community providers with limited administrative staff.• Providers requested additional training and supports from the MCOs.• Two commenters requested that MCOs have an electronic means for providers to submit documentation.• Providers requested more consistency in the MCOs' use of American Society of Addiction Medicine standards for behavioral health services.
Accountability	<ul style="list-style-type: none">• Commenters requested increased oversight of MCO claims payment timeliness, and suggested adding increased penalties for late payments.• Commenters described the need for better MCO oversight of providers to make sure members are getting authorized home and community based services.• A commenter requested increased oversight of MCO utilization management, including the appeals process.

Theme	Examples of Specific Feedback
Partnership and Collaboration	<ul style="list-style-type: none"> • A commenter discussed the need for better collaboration between state agencies to leverage funding and data. • Providers requested improved coordination of services, including during member transitions (e.g., after a hospital discharge). • A commenter suggested a model for value-based care for children using regional risk-bearing providers.
Medicaid Benefit Package	<ul style="list-style-type: none"> • A commenter suggested covering remote patient monitoring for members with chronic conditions. • A commenter suggested that DMMA encourage MCOs to offer value-add benefits such as vision and hearing aids.

DMMA will continue to offer opportunities for stakeholders to provide feedback related to the procurement. Written comments can be emailed to DMMA at: DMMA_RFP@delaware.gov. All feedback received by August 15, 2021 will be considered as DMMA develops the new MCO contract and Request for Proposals. Any later feedback will be considered for future program changes.