

Quarter 3 Activities

- The DME and Supplies Workgroup met once a month during Q3. The workgroup will continue to meet once a month for the rest of 2023.
- The workgroup created 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.

Key Issues to Note

- Families identified challenges associated with changes in DME/supplies, including the need for family education and communication.
- PIC/MCO calls are continuing to handle member-specific issues related to DME/supplies.

Upcoming Activities

- Finalize and publish "What to Expect When DME/Supply Availability Changes" brochure.
- Upcoming workgroup meetings:
 - October 24, 2023
 - November 28, 2023

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

- Distribute brochure to MCOs, post on CMCAC website, etc.
- Implement strategies to further support families when availability of supply changes.
- Continue implementation of work plan.

*Note that supplies includes pharmaceutical supplies.

