

DME AND SUPPLIES* WORKGROUP

QUARTERLY REPORT

JULY 11, 2023

Quarter 2 Activities

- The DME and Supplies Workgroup met once a month during Q2. The workgroup will continue to meet once a month for the rest of 2023
- A representative from the Delaware Parent Information Center (PIC) joined the workgroup in Q2. Invitations were also re-extended to DME providers
- Collected information from families, MCOs, and other stakeholders and created "communication flows" that map the current system of family supports and communications in various scenarios when DME or supply availability changes

Key Issues to Note

- Families identified the challenges associated with changes in DME/supplies, including family education and communication
- The workgroup began to develop strategies to further support families when DME/supply availability changes
- PIC/MCO calls are continuing to handle member-specific issues related to DME/supplies

Upcoming Activities

- Upcoming workgroup meetings:
 - July 25, 2023
 - August 22, 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

- Implement strategies to further support families when availability of supply changes

2023 Q4

- Continue implementation of work plan

*Note that supplies includes pharmaceutical supplies.

