



## About Delaware Medicaid Managed Care

The State of Delaware Division of Medicaid & Medical Assistance (DMMA) Medicaid managed care program provides comprehensive health coverage to over 240,000 eligible Delawareans, or almost 25% of the State population. Currently DMMA contracts with two managed care organizations (MCOs), AmeriHealth Caritas Delaware and Highmark Health Options, to provide physical health, behavioral health, and long-term services and supports to individuals, families, children, and seniors enrolled in Medicaid and the Children's Health Insurance Program (CHIP) in Delaware.

## MCO Procurement

DMMA is beginning the procurement process for MCOs that will start serving members on January 1, 2023. The contracts with the current MCOs expire at the end of 2022. This procurement is an opportunity for DMMA to reexamine and improve the program and expectations of the MCOs. Strategic principles for the 2023 procurement include:

- **Member focus:** Medicaid innovation should improve quality and outcomes for members and advance health equity.
- **Accountability:** MCOs will have increased accountability to the Delaware Department of Health and Social Services (DHSS) for program costs, performance, and creativity.
- **Lead by example:** Medicaid, in partnership with MCOs, will lead by example when it comes to innovation across Delaware's health care system.
- **Promote program evolution:** DMMA will use the procurement as an opportunity to build upon the existing contract and our successes in Medicaid and CHIP.
- **Cross-agency collaboration:** DMMA will look for ways to align with other DHSS programs and state initiatives.

## Anticipated Procurement Timeline\*

\*Dates provided are subject to change.

Activity	Anticipated Date
DMMA Issues RFP	December 1, 2021
Contracts Awarded	April 2022
Go-Live	January 1, 2023

## How to Share your Feedback

### Town Hall Meetings

DMMA will host four virtual town hall meetings to get input on goals and procurement priorities for the managed care delivery system. Meetings are open to all participants; however, certain meetings will focus on getting feedback from either members or providers. Closed captioning and an ASL interpreter will be available for these meetings.

To register for a meeting, click on the link for the date you would like to attend.

- Monday, July 19, 2021 from 3:00-4:00PM ET – Provider focused  
[https://mmc.zoom.us/webinar/register/WN\\_x4PIhdgtTWKxFObwPIG5ww](https://mmc.zoom.us/webinar/register/WN_x4PIhdgtTWKxFObwPIG5ww)
- Wednesday, July 21, 2021 from 3:00-4:00PM ET – Provider focused  
[https://mmc.zoom.us/webinar/register/WN\\_3YqTuXCwQNeU6QcBV2inhw](https://mmc.zoom.us/webinar/register/WN_3YqTuXCwQNeU6QcBV2inhw)
- Thursday, July 29, 2021 from 5:30-6:30PM ET – Member focused  
[https://mmc.zoom.us/webinar/register/WN\\_h\\_x3I5fYSwCuxqtECP75qg](https://mmc.zoom.us/webinar/register/WN_h_x3I5fYSwCuxqtECP75qg)
- Friday, July 30, 2021 from 12:00-1:00PM ET – Member focused  
[https://mmc.zoom.us/webinar/register/WN\\_-REq4Q4nRMmnVQLpeKQh1Q](https://mmc.zoom.us/webinar/register/WN_-REq4Q4nRMmnVQLpeKQh1Q)

If you have questions, or need additional accommodations please contact Cindi Powell at [Cynthia.Powell@delaware.gov](mailto:Cynthia.Powell@delaware.gov).

#### **Email Us**

You can also provide written feedback to DMMA by emailing your comments and recommendations to: [DMMA\\_RFP@delaware.gov](mailto:DMMA_RFP@delaware.gov)

Feedback received through August 15, 2021 will be considered for the procurement.