



Medicaid Benefits for Children with Medical Complexity



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid and Medical Assistance

What are the Medicaid benefits and services?

Medicaid offers health insurance and assistance for children who qualify based on factors such as a low-income household or having a long-term disability or illness that requires specialized care.

One important benefit includes Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services. All Medicaid-enrolled children and adolescents (under age 21) will receive preventive care, screenings, and treatment needed to maintain or improve their health.

Examples include doctor visits, prescriptions, immunizations, labs and x-rays, medical transportation, and mental health services.



How can Medicaid support my child with medical complexity?

For children with complex health needs, Medicaid provides access to long-term services. Examples include durable medical equipment, incontinence and other medical supplies, and nutritional supplements. Many of these medically necessary services can now be provided at your child's home.



How do we access these benefits?

Follow the 3 steps below to obtain Medicaid benefits for your child. Keep in mind that your child's health care provider or a social service worker at the hospital, for example, can be a great resource if you have questions or need help with the application process.



1) Apply for Medicaid through one of these methods:

Access the ***Apply for Benefits*** tool on the [Delaware ASSIST](#) website.



Call **1-866-843-7212** to enroll with a Medicaid eligibility representative.

During the application process, the eligibility representative will work with you to determine your child's medical and social service needs. You may be asked to provide proof of residency, income or financial statements, and citizenship/immigration status. For individuals with a disability or special health care need, you or the doctor may need to provide medical information.

Make sure to keep track of the documents you submit, and the steps required to complete your application. The Medicaid representative will contact you if more information is needed, and once the application process has been completed.

If you have questions or want to follow up on the status of your application, you can contact the Medicaid Customer Relations Unit at 1-866-843-7212.

2) Enroll in a Managed Care Organization (MCO).

Once your application is approved, a Medicaid Health Benefits Manager will help you enroll in the appropriate program(s) based on your child's eligibility for medical and social services. You can also contact the Health Benefits Manager at 1-800-996-9969 with any questions.

Most often, children with medical complexity are enrolled in Delaware's Diamond State Health Plan, which provides health insurance through a MCO.

You can select one of the following MCOs for your child:

AmeriHealth Caritas

Delaware First Health

Highmark Health Options

If you do not have a preference, the Health Benefits Manager will auto-assign your child to one of these MCOs.

3) Begin to access the services your child needs.

Once your child is enrolled in a MCO, the MCO will send you a Member ID Card, a Member Handbook, and other important information about your coverage. Be sure to check your mailbox, email (inbox and spam), and/or texts – the MCO may send this information to one or multiple sources based on the contact information you provided during enrollment process.

The MCO's Member Services representative will contact you to make sure you receive the information, and to get you started with accessing services for your child.

Now that my child is enrolled in Medicaid, who do I contact when...

I have questions about the doctors and prescriptions that are available for my child:

The MCO's Member Services team is a great resource for learning more about specific doctors, prescriptions, and other benefits. They can also help you find the nearest pharmacy, urgent care, or other medical facility.

For children with medical complexity, the MCO will assign a Care Coordinator, who can be another great resource for you in understanding the benefits and services needed for your child. It is challenging to manage these needs, and the MCO Care Coordinator is your best advocate.

I need transportation to get my child to a doctor's appointment:

Medicaid provides coverage for non-emergency transportation to and from medical facilities for doctor appointments and other covered medical services.

You will need to contact **Modivcare, Inc.**, the Delaware Medicaid transportation vendor, to schedule transportation at **1-866-412-3778**. You must schedule at least three days prior to medical appointment.

My family needs support with meals and our monthly finances:

In addition to health insurance, you may be eligible to receive social services such as food and housing assistance, help with utility bills, and other financial support.

You can contact your MCO Care Coordinator or the MCO's Member Services representative. They can help you find the assistance or resources your family needs.

My child has a life-threatening emergency:

Call 911 for assistance.