

AmeriHealth Caritas Delaware Provider Bulletin

Change Managed Care Organization Provider Notification

Medicaid recipients in Delaware have up to 90 days to change their Managed Care Organization (MCO) health plan after their first date of enrollment. In addition, those that were auto assigned to a new MCO in 2023 have up to 90 days to make a change. They are also allowed to change their plan each year during the annual open enrollment period from October 1 to October 31.

Members that have been auto assigned to or opt to switch their MCO should be reassured that this change will not result in any lapse or loss of coverage. They will continue to receive the same level of care they've come to expect. There is no break in coverage nor is there one in the care provided to transitioning members.

If a Medicaid recipient requires assistance from their MCO, they can be reached at:

- Delaware First Health (DFH)—1-877-236-1341
- Highmark Health Options (HHO)—1-844-325-6251
- AmeriHealth Caritas Delaware
 - o Diamond State Health Plan—1-844-211-0966
 - o Diamond State Health Plan-Plus—1-855-777-6617

If one of your patient's is interested in changing their plan, please advise them to call the Health Benefits Manager at 1-800-996-9969.