DELAWARE EMERGENCY MEDICAL DIABETES FUND (EMDF)\textsuperscript{1}

Guidelines

**Purpose**
- To provide on an emergency need basis, diabetes services, medications and supplies to residents of Delaware.
- Provide payment for items directly related to Diabetes that will eliminate or alleviate the emergency condition.

**Eligibility**\textsuperscript{**}
- Individual has diabetes
- Medical need is present that could result in serious impairment of health, prolonged hospitalization, complications or death
- Other resources have been exhausted
- Individual is without resources immediately accessible to meet their health needs
- Individual must not have other insurance that will provide for diabetes services, medications and/or supplies requested
- Assistance is necessary to eliminate or alleviate a medically related emergency due to their diabetes
- The emergency must have resulted from their diabetes that is beyond the recipient’s control

\textsuperscript{**} Must be evaluated on case-by-case basis, using established Delaware State Service Center financial screening and other criteria. **

**Process**
- Patient/Client:
  - Referred to Emergency Services at State Service Center (SSC)
  - Prior going to SSC, contacts place providing medications, services, or supplies and asks if they accept state reimbursement and requests a cost estimate
  - Needs to tell contact at Emergency Services that they are there applying for funds from the Emergency Medical Diabetes Fund
  - Provides required data intake information to determine if need exists and meets qualifications
  - Receives needed medications, services, or supplies.

**Allowance**
- The maximum total benefit is $400 per client, per year.
- Eligible clients may receive up to the maximum total benefit within a period of 12 consecutive months, in accordance with established Medical Fund Guidelines

The allowance may be used for:
1. Diabetes Medications
2. Diabetes Services, or
3. Diabetes Supplies

Note: The allowance may be exclusively for any one of the three above, or in some combination.

**Who is excluded from EMDF?**
Those who are not eligible for the program are those who are not diabetic, cannot prove that a diabetes related medical emergency exists, have other insurance or have full Medical Assistance benefits that provide coverage for the services, medications or supplies requested.

**NOTE:** Payments are made directly to vendors. **NO direct payments to clients are permitted.** Clients MUST provide written, itemized documentation of the costs associated with the services, medications or supplies for which financial assistance is being requested through the Emergency Medical Diabetes Fund (EMDF).

Financial assistance is limited to diabetes or conditions directly related to the client’s diabetes. **No funding will be allocated for non-diabetes related services, medications or supplies.** (See Exhibit B for a listing of the eligible services, medications and supplies.)
Delaware State Service Centers

The Division of State Service Centers administers a statewide network of safe, secure, well-maintained and efficiently operated service centers. These centers, 14 in total, serve as multi-service facilities in which various public and private agencies are collocated, with the goal of promoting access to Delaware's health and human service system through Division staff specializing in community resources and providing client support services that promote increased accessibility, enhanced service integration and efficient service monitoring. Annually, more than 600,000 visits are made to State Service Centers throughout Delaware. Based on demographic analyses and community outreach, each service center provides a mix of services appropriate to the communities which it serves. There are over 150 programs and services delivered through state service centers.

The Division of State Services Centers (DSSC) also administers the State Office of Volunteerism which includes the Foster Grandparent Program; Retired and Senior Volunteer Program (RSVP); Volunteer Link; and Volunteer Services. Its Office of Community Services manages the Low Income Energy Assistance Program (LIEAP); Weatherization Assistance Program; Community Services Block Grant; Emergency Housing Assistance Fund; Community Food and Nutrition Program; Emergency Transitional Housing Site Operations and AmeriCorps. Additionally, the Division through its Family Support Unit administers Delaware’s ‘First Call for Help’; the Hudson and Milford Family Visitation Centers; Nemours Pharmaceutical Assistance Program; Child Restraint Seat Loaner Program; Low Income Dental and Medical Transportation; Emergency Assistance Services; Community Resource and Assistance Program and publishes biannually the Directory of Human Services.

The Guiding Principles of the Division of State Service Centers are: "They offer courteous service, timely response and effective solutions to the unmet needs of the individuals and communities that they serve." DSSC employs approximately 150 persons located at 17 sites.

The location of the fourteen (14) State Service Centers are as follows:

**New Castle County State Service Centers:**
- Appoquinimink State Service Center, 122 Silver Lake Road, Middletown 19709, 378-5770
- Belvedere State Service Center, 310 Kiamensi Rd., Wilmington 19804, 995-8545
- Claymont State Service Center, 3301 Green Street, Claymont 19703, 798-2870
- Delawarr State Service Center, 500 Rogers Rd., New Castle 19720, 577-2970
- Floyd I. Hudson State Service Center, 501 Ogletown Rd., Newark 19711, 283-7500
- Northeast State Service Center, 1624 Jessup Street, Wilmington 19802, 552-3500
- Winder Laird Porter State Service Center, 509 W. 8th Street, Wilmington 19801, 577-3400

**Kent County State Service Centers:**
- James W. Williams State Service Center, 805 River Rd., Dover 19901, 857-5000
- Milford State Service Center Campus:
  - Milford Annex, 13 S. W. Front Street, 424-7230

**Sussex County State Service Centers:**
- Bridgeville State Service Center, North Cannon and Mill Streets, Bridgeville 19933, 337-8261
- Edward W. Pyle State Service Center, Rt. 2 Box 281-1, Omar-Roxana Rd., Frankford 19945, 732-9501
- Laurel State Service Center, 440 North Poplar Street, Laurel 19956, 875-6943
- Georgetown State Service Center, 546 S. Bedford St., Georgetown 19947, 856-5574
- Anna C. Shipley State Service Center, 350 Virginia Ave., Seaford 19973, 628-2000

**Other Locations:**
- Central Office, 1901 N. Dupont Highway, New Castle 19720, 255-9674
- Carvel State Office Building, 820 N. French Street, Wilmington 19801

For questions concerning the EMDF contact Delaware’s Division of Public Health, Diabetes Prevention and Control Program at 744-1020

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1 Delaware’s EMDF is administered through Delaware Health and Social Service’s Diabetes Prevention and Control Program and the Division of State Service Centers with support from the Delaware Health Fund.