Georgia Families 360°SM

Navigating the Transition to Amerigroup

Georgia Department of Juvenile Justice Orientation
Learning Objectives

To understand the Georgia Families 360° program:

1. Background
2. Goals and objectives
3. How it impacts your work
4. Steps to access program
Who is Amerigroup Georgia?

- Incorporated as AMGP GEORGIA MANAGED CARE COMPANY, INC. Wholly owned subsidiary of Anthem, Inc.

- Amerigroup is a part of the Georgia Families Medicaid program administered by the Georgia Department of Community Health (DCH). DCH is Georgia’s Medicaid authority.

- Amerigroup was chosen to be the single statewide care management organization (CMO) for the youth in the Georgia Families 360° SM program.
  - Georgia Families 360° SM is staffed separately from general Amerigroup CMO employees.
Quick Facts

• Program Start Date: March 3, 2014
• Scope: Provide access to coordinated care across medical, behavioral health and dental services to **Georgia Foster Care/Adoption Assistance/Department of Juvenile Justice Members**
• Membership: 24,000; 50% of members are in Fulton and DeKalb counties (Atlanta region)
What’s Different?

• Electronic Medical Records
• Care Coordination Team
• 24/7 Intake Line for members only
• Psychotropic Medication Oversight
• Standardized reporting and monitoring of health outcomes and key performance indicators
• Ombudsman for member advocacy
What Is Staying the Same?

Amerigroup works in partnership with DFCS and DJJ state agency staff.*

DJJ will continue to make decisions regarding:
- Medical Care
- Placements
- Safety Issues
- Medication
- Transportation
- Service Choices

* For children in foster care or juvenile justice.
Value-Added Benefits

• **FREE Boys & Girls Clubs Membership Statewide** – (not summer camp)

• **FREE Girl Scout Membership Statewide** – plus free journey books for girls K-5th

• **FREE Weight Watchers® Meetings** – qualified members 10 and older

• **24-hour Nurse HelpLine** – available 24/7 and in many languages

• **FREE Power Zone Program®** – Our program provides information on exercise, making healthy choices and more for eligible children
Value-Added Benefits (cont’d)

• FREE Over-the-Counter Medicine – certain doctor-prescribed items
• FREE Entertainment® Discount Coupons
• Being Healthy Brings Rewards Program – eligible members who complete preventive services are entered into drawings to win prizes
• Easy Website Access – can change doctors, personal information, find community events and order new ID cards
How the Process Works
How Do I Notify Amerigroup of a New Youth?

• Electronic form (e-form)
  – E-form is available for staff to notify of new youth in care
  – E-form is the notification method for new youth in Georgia Families 360°SM during regular business hours
  – Form must be completed and sent to Amerigroup within 72 hours of youth entering care
What Does Amerigroup Need From You?

• Completed e-form within 72 hours of youth entering care
  – Demographic information
  – Medical Information
  – Placement Information
  – Other referrals

• DJJ Office of Federal Programs staff will complete the e-form for DJJ youth
Georgia Families 360° SM
Intake Line

1-855-661-2021
Goal: answer 90% all calls within 30 seconds
Georgia Families 360° Intake Line (cont’d)

- A centralized information hub that can reached for a variety of member needs, including notification of new members (after business hours only)
- Available 24/7 (including holidays)
- For Georgia Families 360° members only – staffed here in Georgia by non-clinical Case Specialists
- Language line is available for non-English speakers
- Not a crisis line
What Does the Intake Line Do?

• Record placement changes for Georgia Families 360°SM information
• Locating Primary Care Provider (PCP) or Primary Care Dentists (PCD) in your area*
• PCP or PCD changes*
• Provide information regarding community resources

*Only DFCS, DJJ can request PCP/PCD changes
How Do I Use the Intake Line?

- The following information is required upon calling the intake line to verify identity:
  - Name of member
  - Legal address of member
  - Unique Security Identifier
  - DOB of member or Amerigroup ID number

- These pieces must be verified to provide any child-specific information or to discuss a child.
Online Assistance

• Member ID card be accessed online using the **Amerigroup** ID
• All basic functions (changing **PCP**, locating a dentist, etc.) available via the Intake Line are also accessible through the **Amerigroup** member website.
• Anyone can research available **PCPs**, **PCDs** and other providers via the mobile provider directory at **directory.amerigroup.com**
• Only authorized personnel can make changes to information through the website or the intake line.

myamerigroup.com/GA
In a crisis...

The Georgia Families 360° SM program does not change agency protocol or policy for emergency situations. These resources are available in Georgia for behavioral health.

Call the Georgia Crisis and Access Line:
1-800-715-4225

FOR ALL LIFE THREATENING EMERGENCIES – CALL 911
Care Coordination Teams
What is a Care Coordinator?

• Every youth in the Georgia Families 360° program will be assigned to a regional Care Coordination Team with a specified Care Coordinator.

• DJJ JPPS or JPM and Care Coordination Teams will work in partnership to identify changes in youth status, needs, and goals.

• Care Coordinators are the primary partners for identifying and referring for services that a youth needs.
What Does a Care Coordinator Do?

- Makes an individualized care plan made with each youth to address their identified physical and behavioral health needs
- Works with community agencies to ensure appropriate services are referred to families, children, youth and young adults
- Educates members, foster parents, and adoptive parents on the service needs of the members
- Serves as the primary conduit on status of services to the DJJ JPPS or JPM. No letters are mailed directly to foster care or juvenile justice members.
Care Coordination Team Examples

The **Care Coordination Team** will:

- Coordinate services for a youth in care through MDT-type meetings to determine a youth’s needs and assess progress on goals.
- Assist in locating an appropriate provider for a youth who has specialized behavioral health needs.
Assessments

- Health Risk Screening (HRS)
  - Identifies potential medical and behavioral health needs
- Health Risk Assessment – need based on HRS
  - Assessment tool to focus treatment needs and outcomes
  - More detailed than the HRS
- Medical and Dental Screenings within 10 days
- Trauma Assessment
  - Care Coordinator to monitor completion
Other Program Information

Other program information follows, including:

• Medication Management
• Ombudsman Role
• Important Contact Information
Psychotropic Medication Management

• Every youth with one or more psychotropic medication will have their meds reviewed by Georgia Families 360° Medical Director or pharmacy review team.

• Goal is to ensure evidence based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.
Ombudsman Role

The Ombudsman staff:

• Provides support and assistance with any health care related problem(s) or complaint(s)

• Identifies trends or specific problem areas regarding access and care delivery

• Provides input to how changes in the Amerigroup provider network will affect Georgia Families 360°SM Members’ access to medical care and continuity of care.

Amerigroup
RealSolutions®
in healthcare
Contact Information

For more information on the program, please contact Amerigroup:

• **Intake Number:**
  – 1-855-661-2021 (phone)
  – 1-888-375-5064 (fax)
  – gf360@amerigroup.com *for member documents only* (email)

• **Ombudsman**
  – 1-855-558-1436 (phone)
  – helpOMB@amerigroup.com (email)
  – 1-888-375-5067 (fax)
Contact Information (cont’d)

For more information on the program, please contact Amerigroup:

• **Training Team**: ga360trng@amerigroup.com

• **Amerigroup member website**: myamerigroup.com/GA

• **Georgia Families 360° website**: myamerigroup.com/GF360
Questions?

• Email: ga360trng@amerigroup.com