

Georgia Families 360<sup>SM</sup>

# Newsletter



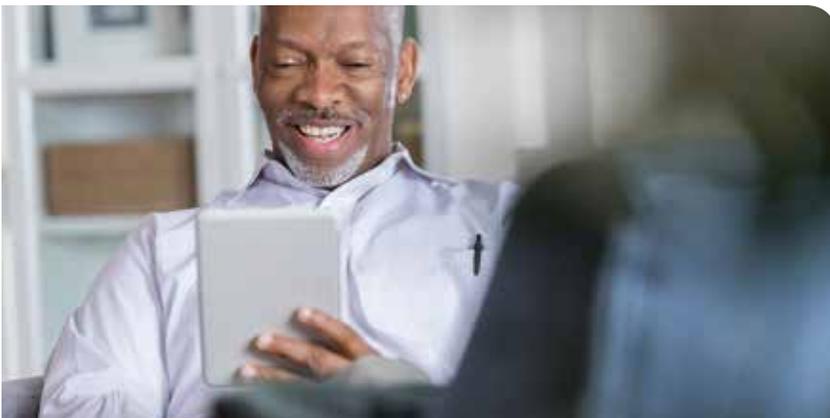
## Get Plugged in with Virtual Care Connection (VCC)



This program connects you to a real Georgia Families 360<sup>SM</sup> program care coordinator with your computer, tablet or smartphone. The camera on your device lets you see who's meeting with you in real time — it's easy to use and doesn't require any special skills to set up!

### Here's how it works:

Your Georgia Families 360<sup>SM</sup> program care coordinator will work with you to schedule confidential VCC meetings and include your treatment team members, like your post adoptions worker, DJJ staff, providers and other important community support staff. **VCC connects you with your health care team without ever leaving your home!**



For more information about VCC, contact the Member Intake Line at **1-855-661-2021**, the Georgia Families 360<sup>SM</sup> program team at [ga360trng@amerigroup.com](mailto:ga360trng@amerigroup.com), or your assigned care coordinator.

## Spring into summer —

get free over-the-counter (OTC) medications with a prescription.

During spring and summer, everyone tends to spend more time outside enjoying the weather. Did you know that Amerigroup Community Care covers over-the-counter (OTC) medications to protect you while outside?

### Some of these items include:

- CeraVe sunscreen lotion
- Antihistamines
- Calamine lotion
- Insect repellent



To get these OTC medications at no cost, get an electronic or paper prescription from your primary care provider (PCP) and have it filled at the network pharmacy of your choice.

**For more information, contact your Georgia Families 360<sup>SM</sup> care coordinator.** If you don't know your care coordinator, call the Georgia Families 360<sup>SM</sup> Member Intake Line at 1-855-661-2021 (TTY 711).

# Being healthy brings your child rewards



Youth who keep their EPSDT appointments can get a \$25 rewards card. This rewards card can be used to buy items from select retailers and pharmacies that help keep your child healthy.

To get your card, call your child's assigned **care coordinator** and request a **Healthy Rewards card**. Once they confirm the appointment, we'll send the card in the mail.

## Time for a change?

A primary care provider (PCP) is the main person who gives health care. A primary care dentist (PCD) is the main person who



gives dental care. To change your PCP or PCD, simply call 1-855-661-2021 or:

- Visit us online at [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA) and log in
- Click on **My Account** and **Your Primary Care Provider** to make changes
- Choose a new PCP from the directory
- Click on **Change to Your PCP**

## Do you need or want help for your child?

Every child in the Georgia Families 360°<sup>SM</sup> program has access to a **care coordinator**. This person can help you find the right services for your child, keep them on track for regular appointments and locate resources in your community. If you're unsure how to contact your care coordinator, call the **Member Intake Line** at 1-855-661-2021.



## Early checkups and better health for your child

**Early and Periodic Screening, Diagnosis and Treatment (EPSDT) visits make sure your child gets the help they need.**



### When should my child get an EPSDT exam?

Children should get regular exams, even when they're feeling well.

- Babies need exams from birth to 2 months, 4 months, 6 months, 9 months and 12 months.
- Toddlers need exams at 15 and 18 months.
- Children need exams at 2 years old, 3 years old, 4 years old and 5 years old.
- Older kids and teenagers need exams every year until they're 21 years old.

## Dental checkups for a healthy smile



Your child should also get regular dental exams every six months starting at their first birthday, even if they're not experiencing any pain or showing signs of issues. Please make sure your child gets these regular exams to prevent major problems in the future!

For assistance with your dental benefits, call **DentaQuest at 1-800-895-2218 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m. Eastern time.** You can also visit [www.dentaquest.com/state-plans/regions/georgia/gamemberpage](http://www.dentaquest.com/state-plans/regions/georgia/gamemberpage).

## New member benefit:

# Common Ground



The more you know about your behavioral health condition, the better your overall health will be. Common Ground is a brand-new, online self-help resource library for Amerigroup members.

### How does it work?

First, log in to your member portal to access Common Ground:

- Visit [www.myamerigroup.com](http://www.myamerigroup.com)
- Go to **Your Health** section
- Select **Common Ground**

Common Ground has learning tracks with different tools to help with different aspects of recovery. Reading materials, worksheets, and first-hand accounts from individuals in recovery are available on your computer, laptop, or mobile device.

If you need assistance or additional information, please reach out to your Georgia Families 360°<sup>SM</sup> care coordinator or the Georgia Families 360°<sup>SM</sup> Member Intake Line at 1-855-661-2021.

## Behavioral health ER services



Some individuals may need more support and services related to behavioral health (BH) during a crisis. Please make sure to discuss this concern with the member's BH provider or their assigned Georgia Families 360°<sup>SM</sup> care coordinator. Their care coordinator will help find the closest ER facility with BH support and include this information in the member's safety plan.



## The right care at the right time

### When you're sick or hurt, you can go to:

- Your primary care provider (PCP)
- An urgent care center
- The emergency room (ER)



If your condition is life-threatening and you need medical attention right away, call 911. Or go to the ER.

### Not sure if you have an emergency?

Call our 24-hour Nurse HelpLine at 1-800-600-4441 (TTY 711) to speak with a nurse right away. Our nurses will help you get the right care when you need it.

**Urgent care centers** treat conditions that need immediate attention, but aren't emergencies. Here are some benefits to going to urgent care centers:

- You don't need an appointment.
- You may have a shorter wait time.
- You may have locations closer to your home.
- You may be able to get your prescriptions onsite.

# Our Education and Training Department

Our Education and Training department provides information and training on the Georgia Families 360<sup>SM</sup> program and other important topics through in-person sessions and live webinars.

## Training topics include:

- Attention deficit hyperactivity disorder (ADHD)
- Psychotropic medications
- Substance-related disorders
- Behavioral health services and referral processes
- Diabetes
- Asthma
- Bipolar disorder

## Our team also offers free, in-person training on topics like:

- **Youth Mental Health First Aid** — an eight-hour, public education course on youth mental health. The training teaches risk factors, signs, the value of early care and a five-step plan to help.
- **Stewards of Children** — a two-hour, evidence-informed training that teaches the statistics and common causes of child sexual abuse. It also trains members on how abuse impacts its survivors, skills to identify and protect a child from sexual abuse, and how changes to policies and procedures help prevent abuse before it starts.



We schedule YMHFA and Stewards of Children trainings all over the state throughout the year. To prevent cancellation, these trainings require prior registration and confirmation that 10 people will attend. Participants are required to remain for the whole training. Partial credit won't be provided.

## Our team also offers computer-based education through Relias Learning online training site with information on the following topics:

- Trauma-informed care
- Parenting techniques for children with challenging behaviors
- Trauma-informed removals for law enforcement - you make the difference



To learn more about upcoming events, email [GA360trng@amerigroup.com](mailto:GA360trng@amerigroup.com)

## Still have questions?

Call Georgia Families 360<sup>SM</sup>

Member Intake Line:

1-855-661-2021 (TTY 711),

24 hours a day 7 days a week. Call for answers about your benefits, find your PCP or change your PCP.



## Let's keep in touch



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