

A medical appeal can be submitted by a legal guardian or a provider with the member or legal guardian’s written permission. If you have questions, call 1-855-661-2021.

Send your appeal to:  
Medical Appeals  
Amerigroup  
Community Care  
P.O. Box 62429  
Virginia Beach, VA 23466-2429



**Grievances**

You can submit a grievance, or complaint, when you aren’t happy with services or care your child received.

- This may include, but isn’t limited to:
- Quality of care or services provided
  - Rudeness of a provider or employee
  - Failure to respect your member rights

The parent, legal guardian, or member (age 18 or older) can file a grievance by calling, faxing or sending us a letter to:

Administrative Review and Grievance Department  
Amerigroup Community Care  
740 W Peachtree St. NW  
Atlanta, GA 30308-1199

Phone: 1-855-661-2021  
Fax: 1-877-842-7183

**Working with an Ombudsman Liaison/Member Advocate**

An Ombudsman acts as an independent party to review and resolve complaints made by or on behalf of children in foster care about their care. The Ombudsman will not take sides in a complaint. They’ll consider all sides in a fair way.



Contact an Ombudsman Liaison/ Member Advocate at:  
■ Phone: 1-855-558-1436  
■ Fax: 1-888-375-5067  
■ Email: helpOMB@amerigroup.com

**If you get a bill**

You should never be billed for services covered by Amerigroup. If you do get a bill, send it along with a letter to:  
Attn: Quality Management  
Amerigroup Community Care  
740 W Peachtree St. NW  
Atlanta, GA 30308-1199



To make sure this doesn’t happen, remember to show your child’s Amerigroup ID card and current Medicaid card every time your child gets health care services.

**Pregnant members**

As soon as you know your daughter is pregnant, contact the Amerigroup obstetrics (OB) care coordinator. The OB care coordinator helps pregnant members find an OB provider and schedule their prenatal and postpartum visits.

Contact the OB care coordinator by:  
■ Calling 470-336-0762  
■ Emailing gf360pregnancycare@anthem.com

**Don’t forget to renew**

You need to complete an annual review with GA Gateway for your child to keep their Adoption Assistance benefits. Each year, the Georgia Department of Human Services (DHS) will send you a renewal notice in the mail. This will let you know when it’s time to renew. You’ll need to send the required information to GA Gateway by the due date on the notice. If you don’t, your child may have a gap in their benefits. Please make sure that you follow the directions in the notice. If you need help, call the DFCS Contact Center at 1-877-423-4746.



**Other health insurance (OHI)**

OHI is when your child has other health insurance (OHI), in addition to Medicaid. Having two insurance providers means coordination of benefits.

Coordination of benefits means medical claims are billed to primary insurance first. If there’s a balance left over, the provider sends the rest of the bill to the secondary insurance:

- OHI is billed first
- Medicaid is billed second



# Adoption assistance — Quick reference guide

Helping you get started with Amerigroup Community Care



**We know health care can be complicated.** This quick reference guide can help make things a little less confusing. It's important that you learn about the programs and services your child gets through Amerigroup.

**We’re a click or call away**

We have a dedicated team who are trained to answer your questions. They’re available 24 hours a day, 7 days a week — just call our Member Intake Line at 1-855-661-2021 anytime.

You can also visit our member website at [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA) to find detailed information about your benefits and more, including doctors and other providers near you.

**The right care at the right time**

When you’re sick or injured, you can go to:

- Your primary care provider (PCP)
- An urgent care center
- An 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. You can call day or night. Our nurses can help you get the right care, in the right place, at the right time.

Urgent care centers treat conditions that should be looked at right away but aren’t as serious as emergencies. Some of the benefits to using urgent care centers are that you:

- Don’t need an appointment
- May have less wait time than the ER
- May have locations closer to home
- May be able to get your prescriptions on site

**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°SM care coordinator. They can help find the closest BH facility with a BH ER and include this information in the member’s crisis/safety plan.

**Your child’s member ID card**

Your child should get their Amerigroup ID card within 10 days of enrolling in the Georgia Families 360°SM program.

If you ever need a replacement card, you can:

- Call the Member Intake Line at 1-855-661-2021 and ask for a new card. You’ll get it in the mail.
- Contact your child’s assigned Georgia Families 360°SM care coordinator for help
- Log in to your account at [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA), then download and print the ID card
- Download and use the Amerigroup mobile app for easy access to a mobile ID card

**Choosing a primary care provider (PCP)**

When your child becomes an Amerigroup member, they need to have a primary care provider, also called a PCP. A PCP will give your child all of their basic health services, like seeing them when they’re sick, doing their health checkups and giving referrals to specialists.

If you didn’t choose a PCP when your child enrolled, we’ll assign one. The name and phone number of your child’s PCP will be on their Amerigroup ID card. If you’d like to change your child’s PCP, look at our online provider directory for a doctor in our plan and call the Member Intake Line at 1-855-661-2021.

**Screenings and checkups**

Children should have regular doctor visits to make sure they’re healthy and growing. This also gives you the chance to ask the doctor any questions you may have about your child’s development. Based on how old your child is, they may need to see the doctor more than once a year for checkups, called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) exams.

**Don’t have an Amerigroup account yet?**

1. Go to [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA).
2. Click Login at the top of the page.
3. Click Register.
4. Create an account using your child’s information.

Your child should see their doctor for a checkup:

<b>From birth to 12 months</b>	<ul style="list-style-type: none"><li>■ 3-5 days old</li><li>■ 1 month</li><li>■ 2 months</li><li>■ 4 months</li><li>■ 6 months</li><li>■ 9 months</li><li>■ 12 months (1 year)</li></ul>
<b>12 months to 30 months</b>	<ul style="list-style-type: none"><li>■ 15 months</li><li>■ 18 months</li><li>■ 24 months</li><li>■ 30 months (2½ years)</li></ul>
<b>Age 3 to 21</b>	<ul style="list-style-type: none"><li>■ Once every year</li></ul>

**Care coordination**

Amerigroup care coordinators are your primary partner in supporting your child’s care. The care coordinator will help:

- Identify your child’s special health care needs
- Organize services and referrals as needed
- Connect your child to social, behavioral and other support services
- Share your child’s health care needs with you, their providers, community stakeholders and state partner agencies
- Find medical and dental providers for your child

You can reach your assigned care coordinator at 1-855-661-2021.

**Virtual Care Connection (VCC)**

Virtual Care Connection (VCC) is a way for you to video chat with your Georgia Families 360°SM program care coordinator and team from your computer, tablet or smartphone camera. You can use it anywhere!

VCC is free and easy to use — any Georgia Families 360°SM program member can use it! You’ll work with your care coordinator to schedule a time to meet with the important members of your care team to talk about your health questions, concerns and benefits.

When you use VCC, you’ll:

- Feel a closer connection to your care team
- Get health advice anywhere with an internet connection
- Meet when and where it’s convenient for you
- Increase your direct contact with your care team

Ready to start? Call your Georgia Families 360°SM care coordinator and ask to schedule your first meeting. Once it’s set, your care coordinator will send you a link. All you’ll have to do is use an internet device with a camera and follow the link to join the virtual meeting.

Have questions? Need help? You can either:

- Call the Member Intake Line at 1-855-661-2021
- Email the Community Education and Training department at [ga360trng@amerigroup.com](mailto:ga360trng@amerigroup.com)
- Contact the member’s assigned care coordinator

**Dental care**

Healthy teeth and gums are important to your child’s overall health. Your child’s PCP will check your baby’s teeth and gums at their regular visits starting at 6 months. The PCP will teach you how to take care of your baby’s mouth and teeth as they grow.



**Your child should start going to the dentist at age 1. As an Amerigroup member, your child gets:**

- Exam and cleaning every six months
- X-rays every six months
- Filings, extractions and other treatment as medically needed
- Fluoride and sealant treatments

**Finding a dentist**

We work with DentaQuest to provide your child’s dental care. To find a DentaQuest dentist near you, go to [www.DentaQuest.com](http://www.DentaQuest.com) or call 1-800-895-2218 (TTY 711).

**Vision care**

**With Amerigroup, your child can get the following services every 12 months:**

- Routine refractions (testing your child’s vision)
- Routine eye exams
- Eyeglasses or contact lenses, when medically necessary

To find an eye doctor, call Avesis Vision at **1-866-522-5923**.

**Healthy mind, healthy body**

**Being healthy is about more than just your body. Our benefits can help your child with their emotional and mental health, too.**

With Amerigroup, members have access to a wide range of mental health and substance abuse services.

To get these services, contact an Amerigroup provider who will evaluate your child and talk to you about next steps. If you need help finding a provider, call us at 1-800-600-4441 (TTY 711) or work with your child’s Georgia Families 360°SM care coordinator.

Sometimes services may need approval before your child can get them. This is called prior authorization, or preapproval.

Your doctor will work with us to get the approval.

**Here are some services that need preapproval first:**

- Inpatient mental health treatment
- Partial hospitalization program
- Intensive outpatient program
- Chemical dependency services
- Residential treatment facility
- Psychological testing

**These services don’t need approval. Just visit an Amerigroup provider to get:**

- Individual therapy\*
- Group therapy\*
- Family therapy\*
- Medicine management services\*
- Psychiatric appointments\*

\* A prior authorization will be needed after 20 sessions.

**Getting medicine**

Your child can get low- to no-cost prescriptions and over-the-counter (OTC) medicines with a prescription. We work with many different pharmacies to make it easy to get your child’s medicines. To see which pharmacies are in your plan, visit our website and use our Find a Doctor tool. You can also find a list of drugs we cover (called a formulary) and the list of drugs we recommend (called the preferred drug list or PDL) on the website.

Your child’s doctors will use these lists to see what drugs are covered and what drugs need approval before your child can get them. Doctors can call 1-800-454-3730 to ask for approval.

**Being Healthy Brings Rewards**

If your child goes to their preventive EPSDT and dental appointments, they may qualify for a gift card to use for health items at select retail stores and pharmacies. To get your card, call your child’s care coordinator and ask for the Being Healthy Brings Rewards card up to 90 days after the appointment. Once the appointment is verified, you’ll get the card in the mail.

**Getting rides to the doctor**

Not having a ride to the doctor should never stand in the way of your child’s health. We offer free rides to medical appointments through the vendors below based on region.

**Region: North**  
**Phone number: Southeastrans**  
Toll free: 1-866-388-9844  
Local: 678-510-4555

**Counties served:** Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield

**Region: Atlanta**  
**Phone number: Southeastrans**  
Local: 404-209-4000

**Counties served:** DeKalb, Fulton and Gwinnett

**Region: Central**  
**Phone number: LogistiCare**  
Toll free: 1-888-224-7981

**Counties served:** Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens,

Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson

**Region: East**  
**Phone number: LogistiCare**  
Toll free: 1-888-224-7988

**Counties served:** Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes

**Region: Southwest**  
**Phone number: LogistiCare**  
Toll free: 1-888-224-7985

Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Upson, Webster, Wilcox and Worth

**Appeals and grievances**  
**Medical appeals**

If you don’t agree with a decision we’ve made about your care, you can submit an appeal. An appeal is when you ask us to reconsider our decision about medical services requested for your child. Appeals must be submitted within **30 calendar days** from the date on our decision letter.

