



# Right there with you

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Helping you get started with  
Amerigroup Community Care

**This quick reference guide** can help you learn about the programs and services your child gets with Amerigroup. As a foster parent or placement provider, we know you're busy. We're here to help make getting the care for your child simple.

## We're a click or call away

We have a dedicated team trained to answer your questions about services for children in foster care.

**Call the Caregiver Help Line** at 1-844-355-1132 Monday through Friday from 9 a.m. to 5 p.m. If you call outside these times, leave a message. We'll return your call the next business day. Or call the Member Intake Line at 1-855-661-2021 (TTY 711) 24 hours a day, 7 days a week.

**Visit our member website online** at [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA). Here you can find doctors, read the member handbook and get other helpful information.

**Call the 24-hour Nurse HelpLine** at 1-800-600-4441 (TTY 711) to speak to a nurse and get nonemergency medical advice.

## Getting health care for your child

After coming into care, all children entering foster care or who are newly adopted need a:

- Medical and dental screening within 10 days
- Trauma assessment within 15 days (age 5 and older)
- Developmental screenings (under age 5)

Only certain doctors can do these screenings.

When a new child comes into your home, please follow these steps:

### 1. Call Amerigroup at 1-844-355-1132.

Our team will ask you for your child's:\*

- Name
- Date of birth
- Medicaid number
- Names of doctor and dentist and phone numbers
- Dates appointments were completed or scheduled
- Address to send gift cards (if applicable)
- Email address (if applicable)



**2. Our team will help schedule and confirm the required appointments** with an Amerigroup doctor or therapist. We may be able to have a therapist come to your home for the exam.

**3. Take your child to the appointment.** We'll check with the provider to confirm the appointment was completed. Then we'll send you a \$25 gift card. You can spend it at most major retailers, restaurants and department stores.

**Need a ride to the doctor?** See the **Getting a ride to the doctor** section for more info.

## Screenings and checkups

Children need regular doctor visits to make sure they are growing and staying healthy. Based on how old your child is, they may need to see the doctor more than once a year for checkups. These are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) exams.

These visits give you a chance to ask the doctor questions.

**Here is when your child should see the 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 (2 1/2 years)</li></ul>
<b>Age 3 to 21</b>	<ul style="list-style-type: none"><li>■ Once every year</li></ul>

\*Certain privacy and confidentiality rules will still apply. Foster parents can give information and schedule the appointments for the child. But further talk of the child's health care needs will need approval from the DFCS case manager first.

## Dental care

Keeping teeth and gums healthy is an important part of staying healthy. Children younger than age 1 should get their mouth and teeth checked by their primary care provider (PCP). This will be part of their regular visits starting at 6 months. The PCP will let you know how to take care of your baby's mouth and teeth.

**Your child should start going to the dentist starting at age 1.**

**As an Amerigroup member, your child gets:**

- An exam and cleaning every six months
- X-rays every six months
- Fillings, 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 provider, go to [DentaQuest.com](http://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
- Routine eye exams
- Eyeglasses or contact lenses, when medically necessary



### Finding an eye doctor

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

## The right care at the right time

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

- Your 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 onsite



## 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 his or her assigned Georgia Families 360<sup>SM</sup> 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.

## Healthy mind, healthy body

Being healthy is about more than just your body, so our benefits help you with your emotional and mental health, too.

We provide access to a wide range of mental health and substance abuse services. To get services, contact a provider who works with Amerigroup. If you need help finding a provider, just call us at **1-855-661-2021 (TTY 711)**. You can also find our team's contact info on our website. Visit [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA) and go to **Georgia Families 360<sup>SM</sup> Stakeholder Information**.

Sometimes services may need our OK before your child can use them. This is called prior authorization, or preapproval. Your child's doctor will work with us to get it.

### Here are some services that need an OK from us first:

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



### These services don't need preapproval. Just set up a visit with a provider who works with us:

- Individual therapy\*
- Group therapy\*
- Family therapy\*
- Medication management
- Psychiatric appointments
- Trauma assessments

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

## Getting medicine

As an Amerigroup member, your child gets prescription and over-the-counter medicines with a prescription. We work with lots of different pharmacies to make it easy to get medicines.

### Online tools, available at [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA):

- **Find a Doctor** — view and search for pharmacies that work with us.
- **Searchable Formulary** — see the full list of drugs we cover.
- **Preferred drug list** — this shows the drugs we recommend.



Your child's doctors will use these lists to see what drugs are covered and what drugs need our OK. Providers can call **1-800-454-3730** to ask for an OK for medicine.

## Care coordination

Amerigroup care coordinators are your main point-of-contact that can help you get health care services and supports. Your care coordinator can help:

- Identify your child's special health care needs
- Coordinate services and referrals as needed
- Connect your child to social, behavioral and other support services

- Educate you, your providers, community stakeholders and state partner agencies on your child's health care needs

## Virtual Care Connection (VCC)

Virtual Care Connection (VCC) is a way for you to video chat with your Georgia Families 360° 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° 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° 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

## Your child's member ID cards

**We can't mail anything directly to foster children under age 18.** Ask your DFCS case manager to download your child's Amerigroup ID card from our website.

### Instructions for DFCS case managers:

1. Go to [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA).
2. Log in (or set up an account) using the child's information.
3. Download and print the member ID card.

The DFCS case manager can also call the Member Intake Line at **1-855-661-2021** for help getting the ID card.



## Getting a ride to the doctor

Trouble getting to the doctor should never stand between you and your child's health. We offer rides to your 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:** Fulton, DeKalb 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

### Counties served:

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



## If you disagree with a decision or have a complaint

### Appeals

If you don't agree with a decision we've made about your child's care, you can submit an appeal. An appeal is when you ask us to reconsider a decision about medical services requested for your child.

Work with the DFCS case manager to submit an appeal within **30 calendar days** of the date on our decision letter. A medical appeal can be submitted by:

- A legal guardian
- An adult member
- A provider with permission from a legal guardian or adult member

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 the services or care your child received. This may include, but isn't limited to:

- The quality of care or services provided
- Rudeness of a provider or employee
- Failure to respect your rights

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

Administrative Review and Grievance Department  
Amerigroup Community Care  
4170 Ashford Dunwoody Road, 1st Floor  
Atlanta, GA 30319  
Toll free: 1-855-661-2021  
Fax: 1-877-842-7183

## Working with your 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 your 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 not get a bill for services covered by Amerigroup. If you do get a bill, send it to us with a letter letting us know you got a bill for a service. Send your letter and the bill to:

Attn: Quality Management  
Amerigroup Community Care  
4170 Ashford Dunwoody Road, 1st Floor  
Atlanta, GA 30319

To help make sure this doesn't happen, remember to show your child's Amerigroup ID card and current Medicaid card when they get health care services.

## Pregnant foster child

As soon as you know the young adult is pregnant, contact the Amerigroup obstetrics (OB) care coordinator by:

- Calling 470-336-0762
- Emailing [gf360pregnancycare@anthem.com](mailto:gf360pregnancycare@anthem.com)

## Community education and training opportunities

The Georgia Families 360° program provides education for our community partners at no cost.\*

To see the trainings we offer:

1. Visit [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)
2. Go to **Georgia Families 360°<sup>SM</sup> Stakeholder Information** and click on the tab that says **Special Training**
3. Or contact the Community Outreach and Education team at [GA360trng@amerigroup.com](mailto:GA360trng@amerigroup.com)

\*There are no costs for training. But your organization may be requested to offset the nominal costs of training materials.

