



Georgia Families 360°SM

DFCS/DJJ Provider Summit





Agenda

- Basic Work Flow Information
 - Roles of **Care Coordination Team/Intake Department**
 - Timelines
- Pre-webinar questions
- Any additional questions
- Contact information

Georgia Families 360°_{SM}

Staff Roles

Intake Department

- Maintain call lines for members and legal guardians
- Provide administrative information like available benefits, providers and services
- Intake **Compliance Team (ICT)** assists with scheduling initial appointments for medical/dental exams and trauma assessment

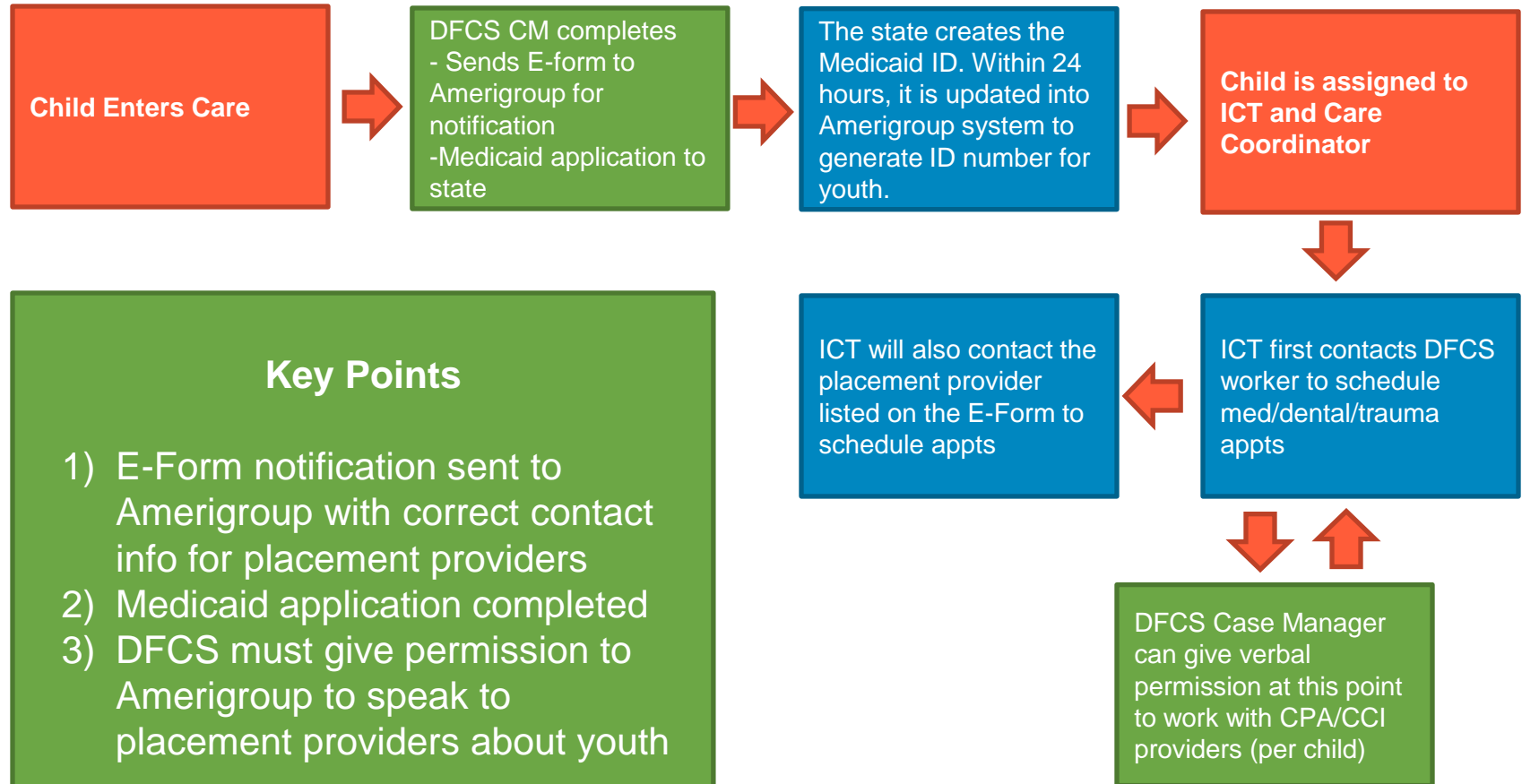
Georgia Families 360°SM

Staff Roles (cont'd)

Care Coordination

- One assigned to each youth
- Determines the level of contact for youth based off of need
- Creates care plan that addresses medical, dental, behavioral health needs
- Looks for gaps in care
- One-stop resource for Georgia Families 360°SM program

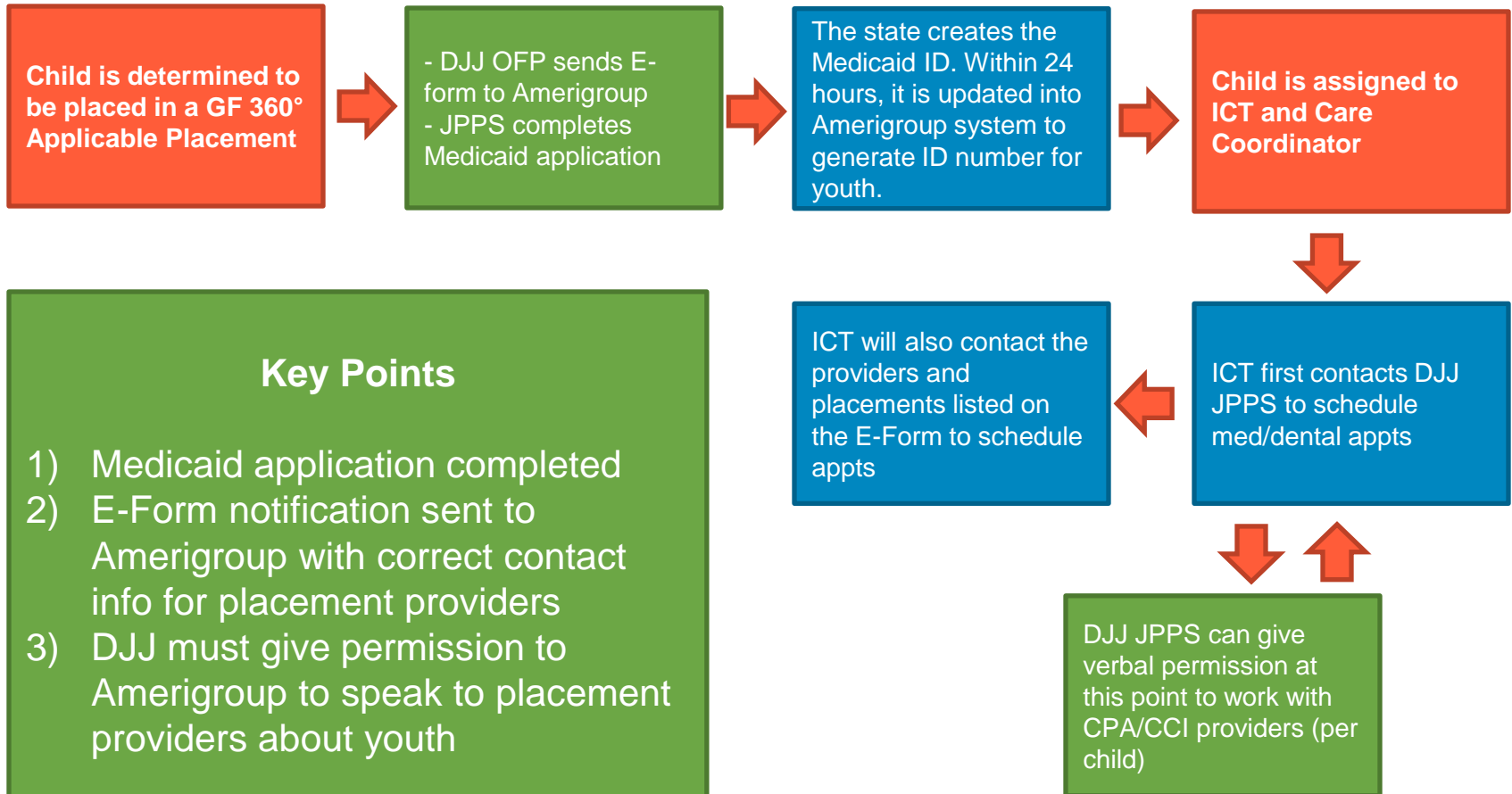
Timeline for DFCS



Key Points

- 1) E-Form notification sent to Amerigroup with correct contact info for placement providers
- 2) Medicaid application completed
- 3) DFCS must give permission to Amerigroup to speak to placement providers about youth

Timeline for DJJ



Key Points

- 1) Medicaid application completed
- 2) E-Form notification sent to Amerigroup with correct contact info for placement providers
- 3) DJJ must give permission to Amerigroup to speak to placement providers about youth

ID Cards

Question	Answer
How do I get a copy of the youth's Medicaid ID and Amerigroup ID ?	The DFCS CM/DJJ JPPS is the only person with access to the Amerigroup ID cards. They can print these out and give to a caregiver.
What if a child needs a service, but we don't have the ID cards yet?	As long as the child is Medicaid eligible: <u>Nonemergency (routine services)</u> – find an Amerigroup provider and schedule an appt. The provider can confirm eligibility at the appointment. <u>Emergency Services</u> – take to a hospital/ER.

Eligibility/Other Health Insurance

Questions	Answers
What is the role of Amerigroup with eligibility for Medicaid ?	Amerigroup does not determine eligibility.
What is Other Health Insurance ? How do I know if a youth has it? What should I do if they do have it? What does Amerigroup do?	OHI means the member is covered by another commercial insurance. Because Medicaid is the payer of last resort, their Amerigroup benefits will be secondary. Providers should use the primary insurance first. Health care services that are not covered by the primary, but may be covered by the secondary, should be forwarded to Amerigroup . We may be able to assist you with further questions.
Is every kid in DFCS/DJJ custody in Georgia Families 360°_{SM} ?	No, there are several exceptions to which youth are in the program, including the need to be Medicaid eligible.

Communication

Question	Answer
<p>Is there a centralized contact at Amerigroup that we can contact with questions?</p>	<p>The CC is the central contact. If you are unsure of the CC, contact the Intake Line. Your contact information is forwarded to the CC or the supervisor. DFCS/DJJ can be contacted to obtain contact information for the CC.</p>
<p>When will a CC make contact with the provider? How often? How many Family Team Meetings will we have?</p>	<p>CC makes contact as necessary for updates on treatment progress, to offer assistance in locating resources, and ensuring communication is shared with all involved parties. FTMs take place as needed.</p>
<p>How do we get better notification of appointments that are scheduled when youth come into care?</p>	<p>The best way to ensure proper and timely notification is by completing the E-Form by the DFCS CM/DJJ OPF with the placement contact info listed on it.</p>
<p>How can a CPA/CCI provider receive documentation from Amerigroup? (Like the completion of medical or dental checkup.)</p>	<p>Documentation such as copies of medical records should be requested from DFCS/DJJ. If only dates of appointments need to be confirmed, contact the CC directly.</p>

Available Services

Questions	Answers
Are services like orthodontics and dermatology covered?	Orthodontics are not covered unless it is required as part of treatment for a medical condition. Noncosmetic dermatology is a covered service.
Where can we find more information about providers? (Including behavioral health, urgent care, dental, etc.?)	In-network providers can be found on the Amerigroup website. Go to www.amerigroup.com , click on <i>Find a Doctor</i> and choose Georgia .

Authorization and Pre Auths for Services

Questions	Answers
<p>What is the process for getting approval for BH services? Like starting CORE, dental or medical services?</p>	<p>Individual and family therapy do not require prior authorization. Services such as group, CSI and IFI do require preauthorization and is requested by submission of an OTR with clinical justification for the service. Core services do not require preauthorization. Preventative health services do not require preauthorization.</p>
<p>Do youth ever get pre-bundled services – like a service package – when they leave the PRTF or other settings?</p>	<p>No – Amerigroup only authorizes individualized care for members. Please request services based off the specific needs of the child.</p>
<p>How do we find out what services a youth has received in the past before they came to our agency?</p>	<p>A copy of the youth’s records can be requested from DFCS/DJJ.</p>

Medications

Questions	Answers
What is the approval process for medications?	Medications on Amerigroup formulary do not require preauthorization.
If a child had a PA for a medication prior to coming into care (and to Amerigroup), why does that youth need a PA now?	If a youth comes to Amerigroup with a PA , Amerigroup will allow, for continuity of care, the continuation of that med up to 30 days while determining next appropriate steps.
Where can I find the Amerigroup formulary? What is a formulary?	The formulary is a list of approved medications. It can be found on the Amerigroup provider website.
Is there anything Amerigroup can do to help us verify that DFCS has approved the medication when the doctor raises or lowers the dosage?	Georgia Families 360°_{SM} monitors medication changes, including dosing changes. DFCS/DJJ maintains responsibility for the authorization of distributing medication to youth.

Copays/Bills

Questions	Answers
Does Amerigroup charge copays for any of its services? What about for dental? Are there any fees to be aware of for services?	Georgia Families 360°_{SM} members do not have copays for any service. There are no additional fees for any services from Amerigroup. If a child has OHI, or another type of coverage other than Georgia Families 360°_{SM} , there may be copays as a part of that program.
What if a provider requests a copay for Amerigroup services?	Please inform them that Georgia Families 360°_{SM} members do not have copays for any Amerigroup service. There are no additional fees for any Amerigroup services. The Intake Line or CC may be able to assist if the request persists.
What should we do if we have already paid a copay in the past or another medical expense?	If a provider has incorrectly charged a copay for services that were billed to Amerigroup in the past, the placement provider should return to the provider and request a refund.

Other/Miscellaneous

Questions	Answers
Who can change a PCP ?	DFCS/DJJ/Legal Guardian may change a PCP .
What is the role of Amerigroup in selecting services for youth?	Amerigroup does not choose services. Treatment needs and goals drive services. Georgia Families 360°_{SM} may suggest services as part of FTM or treatment team discussions. It is otherwise up to the treating provider to request or provide clinically appropriate services.
What is the role of the DFCS Well-Being Specialist ?	Well-Being Specialists (WBS) are responsible for monitoring, assessing and making recommendations for treatment services, resources and supports for complex cases.

Ombudsman Role

- The Amerigroup Ombudsman Office provides confidential, impartial assistance to members, their representatives and caregivers of **Georgia Families 360°_{SM}** who are experiencing health care-related issues.
- We also work with advocacy groups and state agencies to discuss trends and issues within the community.

Final Takeaways

- When receiving a youth, confirm if an E-Form that lists the placement with contact info has been completed by the **DFCS/DJJ** staff.
- **DFCS Case Manager/DJJ JPPS** must give **Amerigroup** permission to discuss specific case info with placement providers.
- **Amerigroup** does not determine eligibility of youth for **Medicaid**. This requires the **DFCS Case Manager/DJJ OFP** to submit the **Medicaid** application in a timely manner.

Ways CPAs Can Assist Amerigroup

- Send monthly list of **Georgia Families 360°_{SM}** youth to the Intake Line at **gf360@amerigroup.com**
- On the list, please note the provider the youth sees as well as any medical or dental services received by the youth.

Contact Information

For further information regarding the program, please contact the following:

- **Intake Number**
 - 1-855-661-2021 (phone)
 - 1-888-375-5064 (fax)
 - gf360@amerigroup.com *for member documents only* (email)
- **Training Team**
 - Ga360Trng@amerigroup.com
- **Ombudsman**
 - 1-855-558-1436 (phone)
 - helpOMB@amerigroup.com (email)
 - 1-888-375-5067 (fax)
- **Amerigroup Member Website** (online member management system)
For member or legal guardian only.
 - www.myamerigroup.com