

Georgia Families 360SM

Newsletter



Get Plugged in with Virtual Care Connection (VCC)



This program connects you to a real Georgia Families 360SM 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 GA Families 360SM program care coordinator will work with you to schedule a confidential VCC meeting and include your treatment team members, like your DFCS CM, 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 360SM program team at 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:

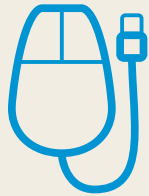
- CeraVe sunscreen lotion
- Antihistamines
- Calamine lotion
- Insect repellent



To get these OTC medications at no out-of-pocket 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 360SM care coordinator. If you don't know your care coordinator, call the Georgia Families 360SM Member Intake Line at 1-855-661-2021 (TTY 711). You can find a list of OTC medications on-line at https://providers.amerigroup.com/ProviderDocuments/GAGA_CAID_ProviderOTCList.pdf.

Amerigroup launches its IT Apprenticeship Program



Amerigroup launched the Information Technology (IT) Apprenticeship Program, in partnership with Year Up, J.W. Fanning Institute for Leadership Development through the University of Georgia, and Multi-Agency Alliance for Children (MAAC). This program provides IT career opportunities for Amerigroup young members aging out of the GA Families 360SM foster care program.

Through this program, these young adults receive social, educational, and financial support to help them transition into adulthood with better stability, well-being, and opportunity.

Through the Amerigroup IT Apprenticeship Program, participants receive a broad experience in a variety of technical career paths.

They will apply their technology skills to solve complex business requirements and work closely with peers and senior managers while participating in additional training and boot camps.

If you know a foster care young adult between ages 18-24 with a high school diploma or GED who has an interest in IT, email Tanya A. Chambers at Tanya.Chambers@amerigroup.com.



Early checkups and better health for your child

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) visits make sure your child gets the care 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 scheduled 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.

Get healthy and get rewards

Children 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 **care coordinator** and ask for a **Healthy Rewards card**. Once we confirm the appointment, we'll send the card in the mail.



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.

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 360SM 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.

Our Community Outreach and Education team

Our Community Outreach and Education team provides information and training on the Georgia Families 360°SM 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 cancelation, 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

We're a click or a call away

Have questions? We have a customer service team dedicated to you.

- Email at GF360@amerigroup.com
- Call the Member Intake Line at 1-855-661-2021 (TTY 711)



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