

# Georgia Families 360°<sup>SM</sup>

## Navigating the Transition to Amerigroup

Division of Family and Children Services  
(DFCS) Orientation



# Learning Objectives

To understand the **Georgia Families 360°<sub>SM</sub>** program:

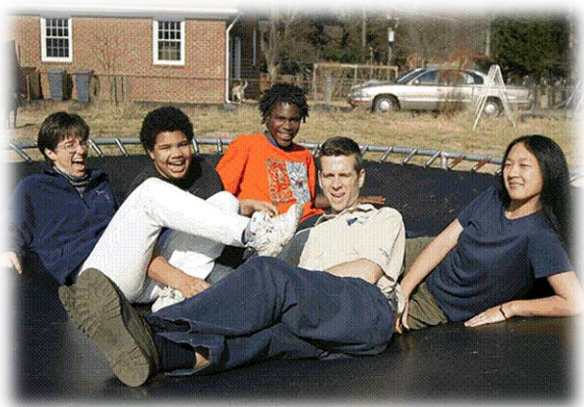
1. Background
2. Goals and objectives
3. How it impacts your work
4. Steps to access program

# Who is Amerigroup Georgia?

- Incorporated as **AMERIGROUP GEORGIA MANAGED CARE COMPANY, INC.**
- **Georgia Department of Community Health (DCH)** administered **Medicaid** program through **Georgia Families** program
- Single **Statewide Care Management Organization (CMO)**
  - **Georgia Families 360°<sub>SM</sub>** staffed separately from general **Medicaid** CMO employees

# Georgia Families 360°<sub>SM</sub> Goals

- Integration of care and focus on the physical, behavioral health and dental needs of Georgia's children in foster care
- Improve well-being outcomes (Child and Family Services Review)



# What's the Same?

- **Medicaid Eligibility**
  - Enter demographic information, income and resource data required on Person Detail Page.
  - Save and Submit **Medicaid** application.
  - **Rev Max** will contact if clarification is needed.
- **SHINES**
  - Documentation



# What's Different?

- Enhanced interagency collaboration
- Electronic Medical Record
- Care Coordination Team
- 24/7 Intake Line for members only
- Psychotropic Medication Oversight
- Standardized reporting and monitoring of health outcomes and key performance indicators
- Ombudsman
- Dental and Medical Home





# Value-Added Benefits

- **FREE Boys & Girls Clubs Membership Statewide** – (not summer camp)
- **FREE Girl Scouts Membership Statewide** – plus free journey books for girls K-5
- **FREE Weight Watchers® Meetings** – qualified members 10 and older
- **24-hour Nurse HelpLine** – available 24/7 and in many languages
- **FREE Power Zone Program®** – Our program provides information on exercise, making healthy choices and more for eligible children



# Value-Added Benefits (cont'd)

- **FREE Over-the-Counter Medicine**  
– certain doctor-prescribed items
- **FREE Entertainment® Discount Coupons**
- **Being Healthy Brings Rewards program** – eligible members who complete preventive services are entered into drawings to win prizes
- **Easy Website Access** – can change doctors, personal information, find community events and order new ID cards





# How the Process Works



# How Do I Notify Amerigroup of a New Youth?

- Electronic form (e-form)
  - E-form is available for staff to notify of new youth in care
  - E-form is the notification method for new youth in **Georgia Families 360°<sub>SM</sub>** during regular business hours
  - Form must be completed and sent to **Amerigroup** within 72 hours of youth entering care

# E-form Importance

- The e-form is a vital tool as it is the primary method of communicating information/changes about the member.
- The 24-hour notification is important as it impacts several downstream processes and timelines.
- Complete the e-form within 72 hours of youth entering care
  - Demographic information
  - Medical information
  - Placement information
  - Identified **CCFA** provider
  - Other referrals

# Other E-Form Uses

- The e-form must also be submitted for:
  - Placement changes
  - Change in demographic info (name change)
  - Child/youth exits care
  - **CCFA Provider**: Chosen by **DFCS Case Manager** and noted on e-form
  - Other referrals made for youth such as *Babies Can't Wait*
  - E-form should be sent within 24 hours of any change to youth

# Amerigroup ID Number

- The **Amerigroup** ID is a member ID number.
- The **Intake Line** will distribute the number to the **Care Coordination Team (CCT)**.

# Georgia Families 360°<sup>SM</sup> Intake Line

**1-855-661-2021**

Goal: answer 90% all calls within 30 seconds





# Georgia Families 360°<sub>SM</sub>

## Intake Line (cont'd)

- A centralized information hub that can be reached for a variety of member needs, including notification of new members (after business hours only)
- Available 24/7 (including holidays)
- For **Georgia Families 360°<sub>SM</sub>** members only – staffed here in Georgia by nonclinical **Case Specialists**
- Language line is available for non-English speakers
- Not a crisis line



# What Does the Intake Line Do?

- **DFCS Case Managers** can use the Intake Line to:
  - Records placement changes after hours
  - Make changes to: **primary care provider (PCP) or primary care dentist (PCD)** (*Only DFCS Case Managers may make changes*)
  - Provides information regarding community resources
  - Can be used for new member notification only after hours

# How Do I Use the Intake Line?

- The following information is required upon calling the Intake line to verify identity:
  - Name of member
  - **DFCS** county of legal custody address for member
  - Unique Identifier
  - **Amerigroup** ID number *or* DOB of member
- Certain agency related personnel may receive non-child specific information from **Intake Line**

# Online Assistance

- Member ID card be accessed online using the **Amerigroup ID**
- All basic functions (changing **PCP**, locating a dentist, etc.) available via the **Intake Line** are also accessible through the **Amerigroup** member website
- Anyone can research available **PCPs**, **PCDs** and other providers via the mobile provider directory at **directory.amerigroup.com**
- Only authorized personnel can make changes to information through the website or the intake line

**[www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)**

# In a crisis...

The **Georgia Families 360°<sup>SM</sup>** program does not change agency protocol or policy for emergency situations. These resources are available in Georgia for behavioral health.



Call the **Georgia Crisis and Access Line:**  
1-800-715-4225

FOR ALL LIFE-THREATENING  
EMERGENCIES, CALL 911

# Care Coordination Teams





# What is a Care Coordinator?

- Every youth in the **Georgia Families 360°<sub>SM</sub>** program will be assigned to a regional **Care Coordination Team** with a specified **Care Coordinator**.
- Regional teams are assigned based on several factors like residence or county of custody (DFCS).
- **Care Coordinators** are the primary partners for identifying and referring for services that a youth needs.

# What Does a Care Coordinator Do?

- Makes an individualized care plan made with each youth to address their identified physical and behavioral health needs
- Works with community agencies to ensure appropriate services are referred to families, children, youth and young adults
- Educates members, foster parents and adoptive parents on the service needs of the members
- Serves as the primary conduit on status of services to the DFCS Case Manager. No letters are mailed directly to foster care or juvenile justice members.

# DFCS Case Manager Role

**Division of Family and Children Services (DFCS) Case Managers** will continue to make decisions regarding:

- Medical Services
- Placements
- Safety Issues
- Medication
- Transportation
- Service options

# Timelines



# When a Youth Enters Care

- Youth comes into state custody.
- **DFCS Case Managers** must notify **Amerigroup** within 72 hours of youth entering into care. This is to be done via the e-form. The **Intake Line** may be used after hours, on weekends or holidays.
- Intake should only be contacted after youth has been placed and stabilized.
- **DFCS Case Managers** should continue following identified agency procedures for applying for **Medicaid** for youth (**SHINES**).

# When a Youth Enters Care

- The assignment of a **Care Coordinator** occurs within 24 hours, or the next business day, of new member notification via the e-form.
- **Care Coordinator** will make contact with **DFCS** case manager within 24 hours of assignment.
- **Amerigroup** will help set up first appointments for medical, dental and trauma assessments, if needed.



# Amerigroup 30-day timelines – New Youth Entering Service

Service	Amerigroup Timeline
Physical Health Screen	Within 10 days of enrollment (Within 5 days of enrollment = PCP/PCD assignment)
Dental Health Screen (Children: age 3 and older)	Within 10 days of enrollment
Children's 1st Developmental Assessment (Children age 3 and younger as indicated)	Within 18 calendar days
Trauma Assessment	Within 15 calendar days of preliminary hearing decision
Submission of Medical Documents to DFCS	Within 18 calendar days of final packet submission by CCFA provider

Timeline indicates date to be completed; begins from moment of enrollment and incorporates the requirements for the Kenny A. Consent Decree.

# Assessments

- Health Risk Screening (HRS)
  - Identifies potential medical and behavioral health needs
- Health Risk Assessment – need based on HRS
  - Assessment tool to focus treatment needs and outcomes
  - More detailed than the HRS
- Medical and Dental Screenings within 10 days
- Trauma Assessment
  - Care Coordinator to monitor completion

# Other Program Information

Other program information follows, including:

- Medication Management
- Adoption Assistance
- Other Health Information
- Ombudsman Role
- Important Contact Information

# Psychotropic Medication Management

- Every youth with one or more psychotropic medication will have their meds reviewed by **Georgia Families 360°<sub>SM</sub> Medical Director** or pharmacy review team.
- Goal is to ensure evidence-based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.

# Adoption Assistance

- **Adoption Assistance** members have 90 days to opt out of the program and remain in the current system.
- **Adoption Assistance** members will receive correspondence directly from the **Georgia Families 360°<sub>SM</sub>** program.
- Adoption Assistance members/parents may make changes to their member file.
- All **Georgia Families 360°<sub>SM</sub>** members have access to the same benefits and program features, regardless of population type.

# Other Health Insurance (OHI)

- OHI means the member is covered by another commercial insurance. Because **Medicaid** is the payor of last resort, their **Amerigroup Community Care** 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.



# Ombudsman Role

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

# Contact Information

For more information on the program, please contact  
**Amerigroup:**

- **Intake Number:**
  - 1-855-661-2021 (phone)
  - 1-888-375-5064 (fax)
  - gf360@amerigroup.com \*for member documents only\* (email)
- **Ombudsman**
  - 1-855-558-1436 (phone)
  - helpOMB@amerigroup.com (email)
  - 1-888-375-5067 (fax)

# Contact Information (cont'd)

For more information on the program, please contact **Amerigroup:**

- **Training Team:** [ga360trng@amerigroup.com](mailto:ga360trng@amerigroup.com)
- **Amerigroup member website:**  
[www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)
- **Georgia Families 360°<sub>SM</sub> website:**  
[www.myamerigroup.com/GF360](http://www.myamerigroup.com/GF360)

# Questions?

- Email: [ga360trng@amerigroup.com](mailto:ga360trng@amerigroup.com)