

Georgia Families 360°SM

Navigating the Transition to
Amerigroup

Georgia Department of Juvenile
Justice Orientation



Learning Objectives

To understand the **Georgia Families 360°_{SM}** program:

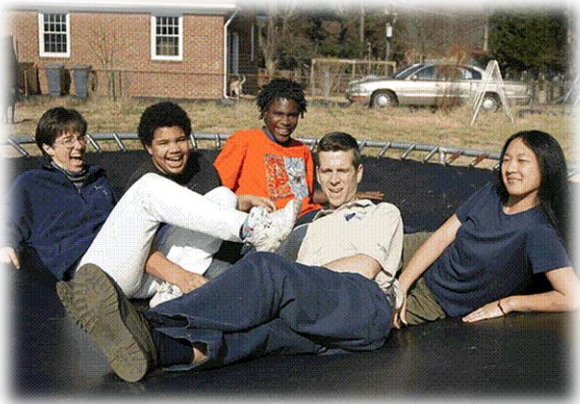
1. Background
2. Goals and objectives
3. How it impacts your work
4. Steps to access program

Who is Amerigroup Georgia?

- Incorporated as **AMGP GEORGIA MANAGED CARE COMPANY, INC.** Wholly owned subsidiary of Anthem, Inc.
- Amerigroup is a part of the **Georgia Families Medicaid** program administered by the **Georgia Department of Community Health (DCH)**. DCH is Georgia's **Medicaid** authority.
- Amerigroup was chosen to be the single statewide care management organization (CMO) for the youth in the **Georgia Families 360°_{SM}** program.
 - **Georgia Families 360°_{SM}** is staffed separately from general **Amerigroup** CMO employees.

Quick Facts

- Program Start Date: March 3, 2014
- Scope: Provide access to coordinated care across medical, behavioral health and dental services to **Georgia Foster Care/Adoption Assistance/Department of Juvenile Justice Members**
- Membership: 24,000; 50% of members are in Fulton and DeKalb counties (Atlanta region)



What's Different?

- Electronic Medical Records
- 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 for member advocacy



What Is Staying the Same?

Amerigroup works in partnership with DFCS and DJJ state agency staff.*

DJJ will continue to make decisions regarding:

- Medical Care
- Placements
- Safety Issues
- Medication
- Transportation
- Service Choices



* For children in foster care or juvenile justice.

Value-Added Benefits

- **FREE Boys & Girls Clubs Membership Statewide** – (not summer camp)
- **FREE Girl Scout Membership Statewide** – plus free journey books for girls K-5th
- **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°_{SM}** during regular business hours
 - Form must be completed and sent to **Amerigroup** within 72 hours of youth entering care

What Does Amerigroup Need From You?

- Completed e-form within 72 hours of youth entering care
 - Demographic information
 - Medical Information
 - Placement Information
 - Other referrals
- DJJ Office of Federal Programs staff will complete the e-form for DJJ youth

Georgia Families 360°SM Intake Line

1-855-661-2021

Goal: answer 90% all calls within 30 seconds



Georgia Families 360°SM 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°SM** members only – staffed here in Georgia by non-clinical **Case Specialists**
- Language line is available for non-English speakers
- Not a crisis line



What Does the Intake Line Do?

- Record placement changes for **Georgia Families 360°_{SM}** information
- Locating **Primary Care Provider (PCP)** or **Primary Care Dentists (PCD)** in your area*
- **PCP** or **PCD** changes*
- Provide information regarding community resources

**Only DFCS, DJJ can request PCP/PCD changes*

How Do I Use the Intake Line?

- The following information is required upon calling the intake line to verify identity:
 - Name of member
 - Legal address of member
 - Unique Security Identifier
 - DOB of member or Amerigroup ID number
- These pieces must be verified to provide any child-specific information or to discuss a child.

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.

myamerigroup.com/GA

In a crisis...

The **Georgia Families 360°SM** 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°_{SM}** program will be assigned to a regional **Care Coordination Team** with a specified **Care Coordinator**.
- **DJJ JPPS** or **JPM** and **Care Coordination Teams** will work in partnership to identify changes in youth status, needs, and goals.
- **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 **DJJ JPPS** or **JPM**. No letters are mailed directly to foster care or juvenile justice members.

Care Coordination Team Examples

The **Care Coordination Team** will:

- Coordinate services for a youth in care through MDT-type meetings to determine a youth's needs and assess progress on goals.
- Assist in locating an appropriate provider for a youth who has specialized behavioral health needs.

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
- 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°_{SM}** 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.

Ombudsman Role

The Ombudsman staff:

- Provides support and assistance with any health care related problem(s) or complaint(s)
- Identifies trends or specific problem areas regarding access and care delivery
- Provides input to how changes in the **Amerigroup** provider network will affect **Georgia Families 360°SM** Members' access to medical care and continuity of care.

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
- **Amerigroup member website:** myamerigroup.com/GA
- **Georgia Families 360°_{SM} website:**
myamerigroup.com/GF360

Questions?

- Email: ga360trng@amerigroup.com