

Navigating the Transition to Amerigroup

Department of Public Health
Georgia Families 360°SM
Orientation



Learning Objectives

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

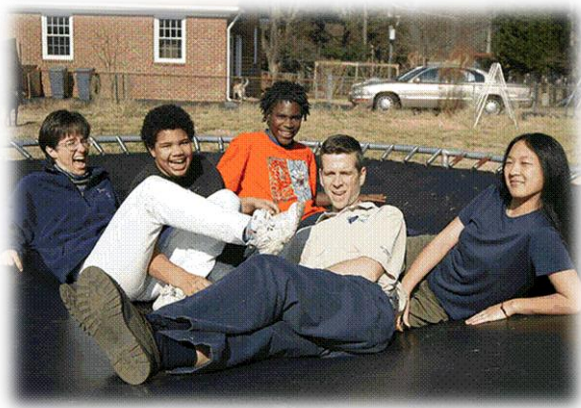
1. Background
2. Goals and objectives
3. Operational components
4. Access

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°_{SM}** staffed separately from general **Medicaid** CMO employees

Georgia Families 360°SM Goals

- Integration of care
- Focus on the physical, behavioral and dental health needs of Georgia's children in foster care, adoption assistance and **DJJ** residential placements
- Improve health and well-being outcomes



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
- 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



Georgia Families 360°_{SM} Intake Line

- The **Georgia Families 360°_{SM} Member Services Intake Line** is a centralized information hub with live agents that can be reached for a variety of member needs, including notification of new members (after business hours only)
- Available 24/7 (including holidays)
- Goal: answer 90% all calls within 30 seconds
- For **Georgia Families 360°_{SM}** members only – staffed here in Georgia by nonclinical **Case Specialists**
- Language line is available for non-English speakers
- Not a crisis line

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 (CCT)** with a specified **Care Coordinator**.
- Regional teams are assigned based on several factors like residence or county of custody.
- **Care Coordinators** are the primary partner for identifying and referring for services that a youth needs.

What Does a Care Coordinator Do?

- Makes an individualized care plan 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 member
- Serves as primary conduit on status of services to the **DFCS Case Manager**. No letters are mailed directly to foster care or juvenile justice members.

Collaborating with the Department of Public Health (DPH)

- If a youth is involved with a DPH-affiliated program, the Amerigroup Care Coordinator can be a resource by helping provide access to the right services and supports.
- If you are serving a **Georgia Families 360°_{SM}** youth, please reach out to their Care Coordinator (if they have not reached out to you) to connect on ways that you can share resources and supports for the youth in your care.

Collaborating with DPH (cont'd)

- You can connect with a Care Coordinator by:
 - Requesting the contact information through the legal guardian (DFCS/DJJ/Adoptive parent)
 - Calling the Intake Line at 1-855-661-2021 to ask the Care Coordinator for the youth to contact you

Assessments

- Health Risk Screening (HRS)
 - Identifies potential medical and behavioral health needs
- Medical and Dental Screenings within 10 days
- Trauma Assessment within 18 days
 - Care Coordinator to monitor completion

Other Program Information

- Psychotropic Medication Management
- Ombudsman
- 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 **Amerigroup Ombudsman Office** provides confidential, impartial assistance to members, their representatives and caregivers of **Georgia Families 360°_{SM}** who are experiencing issues related to health care.
- 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)
- **Training Team**
 - ga360training@amerigroup.com
- **Ombudsman**
 - 1-855-558-1436 (phone)
 - helpOMB@amerigroup.com (email)
 - 1-888-375-5067 (fax)
- **Amerigroup Member website:** www.myamerigroup.com/GA
- **Georgia Families 360°_{SM} website:** www.myamerigroup.com/GF360

Questions?

- Email: ga360training@amerigroup.com