

# Georgia Families 360°<sup>SM</sup>

Navigating the  
Transition to Amerigroup



# Who is Amerigroup Georgia?

- Incorporated as **AMGP GEORGIA MANAGED CARE COMPANY, INC.**
- Wholly owned subsidiary of **Anthem, Inc.**
- The **Georgia Department of Community Health (DCH)** administers the Medicaid program through the **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> Goal

- Integration of care and focus on the physical, behavioral health and dental needs of Georgia's children in foster care, adoption assistance and youth committed to juvenile justice who are placed in non-secure community residential settings

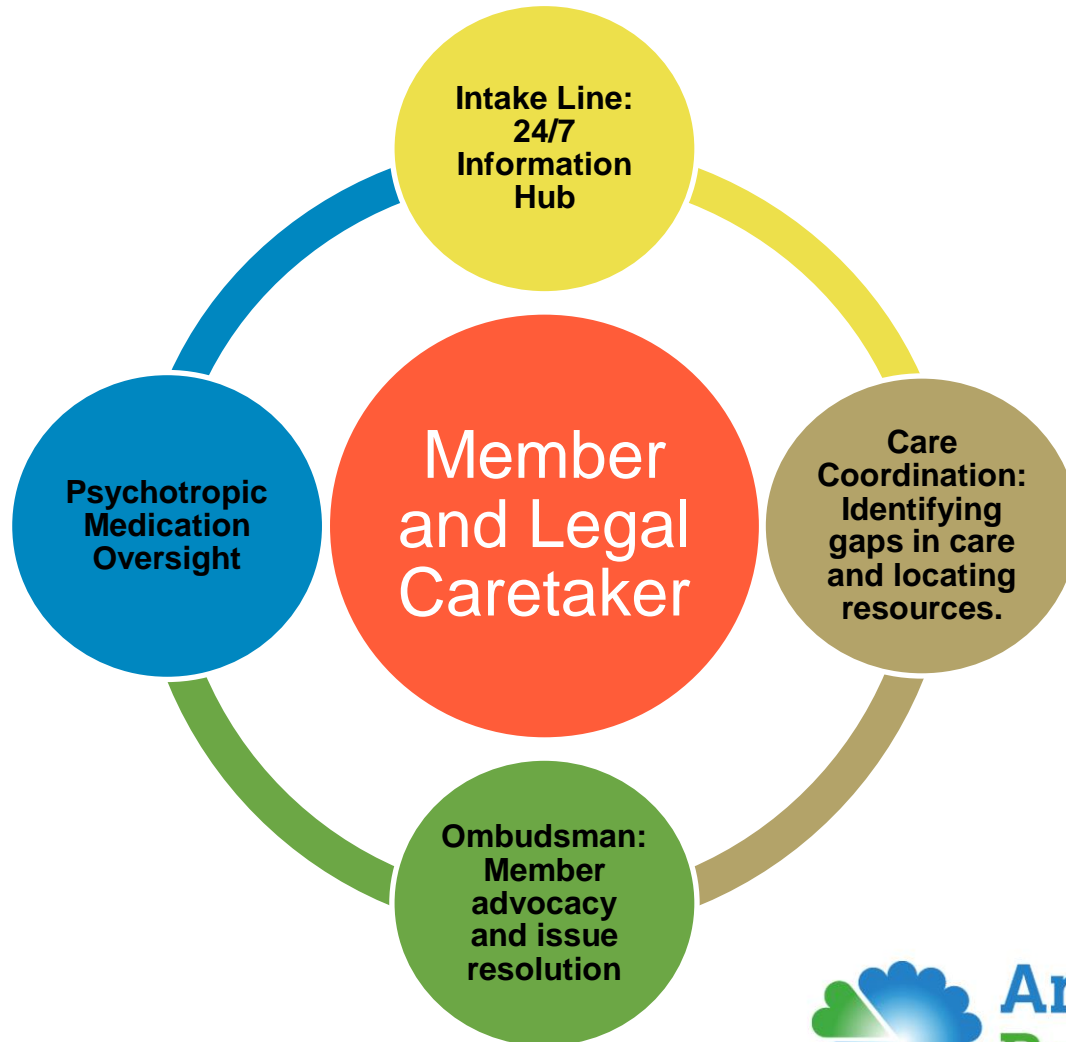


# What's Different?

- Electronic Medical Records
- Care Coordination Team
- 24/7 Intake Line
- Psychotropic Medication Oversight
- Standardized reporting and monitoring of health outcomes and key performance indicators
- Ombudsman
- Dental and Medical Home



# A System of Supports





# Value Added Benefits

- **FREE Boys & Girls Clubs Membership Statewide** – (not summer camp)
- **FREE Girl Scout Membership Statewide**, plus free journey books for girls grades K-5
- **FREE Weight Watchers® Meetings** – qualified members age 10 and older
- **24/7 Nurse HelpLine** – available in over 150 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<sup>®</sup> discount coupons**
- ***Being Healthy Brings Rewards* program** – eligible members who complete preventive services are entered into drawings to win prizes
- **Mobile and web access** – change doctors, update personal information, find community events, or order a new ID card



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

1-855-661-2021

Goal: Answer 90 percent of all calls within 30 seconds





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

- 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



# 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 – **Division of Family and Children Services (DFCS)**.
- Care coordinators are the primary partners for identifying and referring for services that a youth needs.

# DFCS case manager and DJJ JPPS roles

DFCS Case Managers and Department of Juvenile Justice (DJJ) Juvenile Probation Parole Specialists (JPPS) will continue to make decisions regarding:

- Medical services
- Placements
- Safety issues
- Medication
- Transportation
- Service options



# 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 incorporate the requirements for the Kenny A Consent Decree.

# Psychotropic Medication Management

- Every youth with one or more psychotropic medications 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 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°<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.

# Other Health Insurance (OHI)

- OHI means the member is covered by another commercial insurance. Because Medicaid is the payor 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. Amerigroup Community Care may be able to assist you with further questions.

# 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:** [myamerigroup.com/GA](http://myamerigroup.com/GA)
- **Georgia Families 360°<sub>SM</sub> website:**  
[myamerigroup.com/GF360](http://myamerigroup.com/GF360)