

Georgia Families 360^o_{SM}

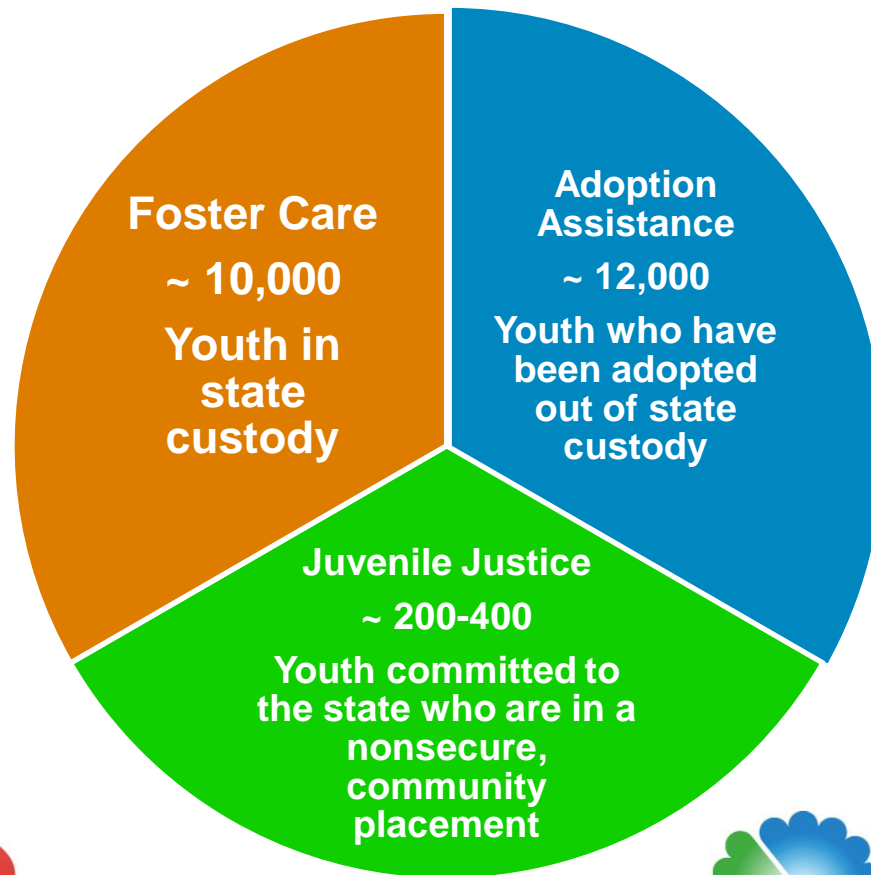
Legal Community Training
2015



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.

Georgia Families 360SM Populations



Georgia Families 360°_{SM} Main Goals

- Integration of care for the physical, behavioral health and dental needs of Georgia's children who are:
 - In foster care
 - Receiving adoption assistance
 - In juvenile justice community residential programs
- Improve health and well-being outcomes

Intake Process

When a youth enters foster care:

- A Medicaid application must be submitted as soon as possible to determine eligibility
- An initial E-form should be sent to Amerigroup coinciding with the 72-hour hearing
- Amerigroup immediately assigns staff to the youth and begins outreach efforts to the identified placements, state agency staff and providers

Importance of the E-form

- Primary method of communicating information and changes about the youth
- Must be completed within 72 hours of youth entering care
- Impacts several down stream processes and timeliness
- Completed E-forms must have:
 - Demographic information
 - Medical Information
 - Placement Information
 - Identified Comprehensive Child and Family Assessment (CCFA) provider
 - Other information such as other referrals

Other E-form Uses

The E-form must also be submitted for:

- Placement changes
- Change in demographic info (name change)
- Child/youth exit care
- CCFA Provider: Chosen by Division of Family and Children Services (DFCS) case manager and noted on E-form
- Other referrals made for youth such as Babies Can't Wait

The E-form should be sent within 24 hours of any change to a youth's record.

What is a Care Coordinator?

- A Care Coordinator is the primary partner for identifying and referring a youth for needed services.
- Every youth in the Georgia Families 360°_{SM} program will be assigned to a specified Care Coordinator.
- Assignments are based on the county of custody for youth in foster care.

What does an Amerigroup Care Coordinator do?

- Develops an individualized care plan with the youth to address his/her identified physical and behavioral 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 youth.
- The Care Coordinator will be the primary conduit for information regarding status of services to the DFCS Case Manager. No letters will be mailed directly to foster care members.

Psychotropic Medication Management

- Every youth with one or more prescriptions for psychotropic medication will have their medications reviewed by the Georgia Families 360°_{SM} Medical Director or pharmacy review team.
- The goal is to ensure evidence-based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.

Division of Family and Children Services (DFCS) and Department of Juvenile Justice (DJJ) Responsibilities

Amerigroup works in partnership with DFCS and DJJ state agency staff for children in foster care or juvenile justice.

State agency staff will continue to make decisions regarding:

- Medical care
- Placements
- Safety issues
- Medication
- Transportation
- Service choices

Placements

- DFCS and DJJ retain placement responsibility and authority
- Amerigroup does not decide placement
- Psychiatric Residential Treatment Facility (PRTF) is considered a treatment service and not a placement
 - Children and adolescents who do not need the intensive services of a PRTF, but need a placement resource, may be referred by the Department of Human Services, Department of Juvenile Justice, or Parent/Legal Custodian to Child Caring Institutions or Child Placing Agencies which are not covered under Medicaid, but are funded with State General Funds, Title IV-E funding and other private funding resources.*

*DBHDD PRTF Provider Manual

Accessing Services

Many behavioral health services do not require any type of preauthorization to commence with a youth.

Common Behavioral Health Services	
Preauthorization Required	Preauthorization Not Required
Inpatient mental health	Individual therapy
Partial Hospitalization program	Group therapy
Intensive Outpatient program	Family therapy
Chemical dependency services	Trauma Assessments
Residential treatment facility	Psychiatrist Appointments
Psychological and neuropsychological testing	Evaluation and Monitoring
Crisis stabilization	

Requirements for Psychological Testing

To be admitted to a PRTF using Amerigroup benefits, youth must meet all medical necessity criteria:

- Must be for the purpose of helping to establish the diagnosis of and to develop a treatment plan for a mental disorder, when this information is not adequately available from one or more comprehensive medical or behavioral health evaluations with the member and appropriate ancillary sources (e.g., family members, health care providers, school records); **AND**
- Should not be for the primary purpose of assessing learning disorders, vocational testing or educational planning. Custody evaluation, court referral for evaluation (unless medically necessary) and testing for research purposes are not covered; **AND**
- There is evidence to suggest that the testing results will have a timely and direct impact on the youth's treatment plan

When Psychological Testing is **Not** Medically Necessary

- Educational/vocational services assessment
- Placement determination
- Annual/regular checkup
- Admission to nonmedical programs
- Nonmedically indicated court-ordered tests

Applicable Uses of Psychological Testing

- When a youth has been treated for a condition, but has not made improvements and there is a need for additional diagnostic clarification
- For purposes of differentiating between organic versus psychogenic conditions
- When a provider has completed a thorough clinical assessment, obtained data from other sources (family, collateral contacts, medical records), and administered questionnaires/rating scales and the diagnosis is still unclear

Example

Child with primary diagnosis of ADHD mixed with disturbances in mood and behavior:

- Learning disorders have been ruled out by testing at school
- Behavior rating scales have mixed or unclear findings (done by provider)
- Child has been treated with various medications and behavioral treatment without improvement
- Provider requests testing to aid in clarifying diagnosis and to shape treatment planning

Commonly Used Behavioral Health Assessment Types

Standardized Bio-Psycho-Social type assessments used to determine need for therapeutic services:

- Psycho-Educational Testing – administered by a school (typically) to determine educational needs/capacity.
- Trauma Assessment – a component of the CCFA that is completed by an Amerigroup behavioral health provider that is equipped to assess trauma-related issues. The Trauma Assessment should include service/treatment recommendations.

Additional Resources

- The Care Coordinator can help by:
 - Discussing the need for psychological testing with the provider
 - Locating an Amerigroup provider
 - Assisting involved parties in gathering needed items for clinical documentation, such as dates of last PRTF admit
 - Being a liaison between stakeholders, providers and the Amerigroup Utilization Management department

You can also discuss the need for psych testing with DFCS state office staff.

Ombudsman Role

- The Amerigroup Ombudsman Office provides confidential, impartial assistance to members, their representatives and caregivers of Georgia Families 360°_{SM} youth 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

Amerigroup Website

www.myamerigroup.com/GA

Member Intake

Gf360juvenile_court@anthem.com

Training Team

Ga360Trng@amerigroup.com

Training can usually be scheduled within two weeks of a request.

Ombudsman

- 1-855-558-1436 (phone)
- helpOMB@amerigroup.com (email)
- 1-888-375-5067 (fax)