

# FAQ



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

## Frequently Asked Questions for Providers Georgia Medicaid's Transition to Paperless Processes October 10, 2014

- 1. How do I enroll in Electronic Funds Transfer (EFT)?** To enroll in EFT, go to Georgia Medicaid Management Information Services (GAMMIS [www.mmis.georgia.gov](http://www.mmis.georgia.gov)). Choose the Provider Enrollment tab, then select 'EFT Agreement' from the drop-down box. Instructions will walk you through the steps to enrolling in EFT. Remember to submit the EFT agreement hard copy along with voided check or bank letter to HP Enterprise Services, sent Attn: Provider Enrollment (PE) Department. Be sure to keep a copy of the agreement for your files.
- 2. How do I access my Remittance Advice (RA)?** You can retrieve your Remittance Advice via the GAMMIS web portal at [www.mmis.georgia.gov](http://www.mmis.georgia.gov). Choose 'Login/Manage Account', then click the 'Login' button. Logging into GAMMIS allows you access to the secure website. Once you've created your account, you can choose the 'Log in' button above the 'User Information' section to log in. Remember to activate your Personal Identification Number (PIN) on the PIN Activation page.
- 3. I'm a provider and want to see Medicaid members. How do I enroll in Georgia Medicaid?** To enroll in Georgia Medicaid program, visit [www.mmis.georgia.gov](http://www.mmis.georgia.gov), and choose the 'Provider Enrollment' tab, then select 'Enrollment Wizard.' You will find the Provider Enrollment Application at the bottom of the web page. You can choose to start a new application, or to continue an application.
- 4. I'm a facility. How do I enroll?** Facilities can enroll via the web portal at [www.mmis.georgia.gov](http://www.mmis.georgia.gov). Follow the instructions listed on bullet 3. Select the facility application for 'In State,' 'Out of State' or 'CMO.'
- 5. How do I submit a claim electronically?** To submit an electronic claim, log in to GAMMIS ([www.mmis.georgia.gov](http://www.mmis.georgia.gov)) using your username and password, and select 'claim and claim type.' All mandatory fields must be completed.
- 6. How do I add an attachment to a claim?** To add an attachment to a claim, choose the 'Hard Copy Attachments' panel. Complete all fields, then select 'Electronic Upload.'
- 7. What attachments should be submitted with a claim?** Explanation of Benefits (EOB), cases notes from the provider (if necessary), DMA-69 Informed Consent for Voluntary Sterilization.
- 8. I'm an out-of-state provider, located farther than 50 miles outside Georgia. How do I submit a claim?** To submit a claim, the out-of-state provider must first be enrolled in the Georgia Medicaid Program. Once the provider is enrolled, claims can then be electronically submitted using the steps above.

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**9. How do I submit an electronic claim?** To submit an electronic claim, log in to GAMMIS ([www.mmis.georgia.gov](http://www.mmis.georgia.gov)) using your username and password, then select 'claim and claim type.' All mandatory fields must be completed.

For additional information regarding the DMA520 and DMA520A; please visit <https://www.mmis.georgia.gov/portal/PubAccess.Provider%20Information/Provider%20Notices/abld/53/Default.aspx>.