



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Medicaid Managed Care Update



Presentation to: Medical Care Advisory Committee (MCAC)

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# **Mission**

## **The Georgia Department of Community Health**

We will provide access to affordable, quality health care to Georgians through effective planning, purchasing and oversight.

*We are dedicated to a healthy Georgia.*

# Georgia Families

Effective June 1, 2006, the state of Georgia implemented Georgia Families, a managed care program through which health care services are delivered to members of Medicaid and PeachCare for Kids™.

A partnership between the Georgia Department of Community Health (DCH) and private Care Management Organizations (CMOs).

Georgia Families members continue to receive the same benefits that are offered with Medicaid/PeachCare for Kids™. The health plans also offer additional benefits such as:

- Expanded access to health care services and providers ;
- Added member education on accessing care, referrals to specialists, member benefits and wellness education ;
- More efficient delivery of health care services and member care

# Administrative Simplification Process Update

## Provider Enrollment and Collaborative Credentialing Process

Effective ***March 29, 2013***, new providers are able to use the Georgia Health Partnership Web Portal (<https://www.mmis.georgia.gov>) as a single source system to complete:

- Joint Georgia Medicaid and CMO Application
- Electronic process to upload credentialing documents

Phase I - Providers who ***do not*** currently have an active and valid Georgia Medicaid number. Includes:

- Facilities
- Professional providers
- Ancillary providers

Phase II - Providers who ***do*** have a current active and valid Georgia Medicaid number, **or** who are applying for new/additional service locations, **or** who are scheduled for re-credentialing with the CMOs.



# Administrative Simplification Process Update

## Centralized PA Portal Process

Effective June 1, 2013

- Georgia Medicaid Management Information Services (GAMMIS) Web Portal's functionality was expanded to serve as the 'centralized' single point of entry for all Georgia Prior Authorization (PA) requests.
- Medicaid providers who are participating with a Care Management Organization (CMO) or Fee-for-service (FFS) can access one site to submit PA requests for enrolled members.

# Administrative Simplification Process Update

## Centralized PA Portal Process

Phase	Date	Authorization Services that should be submitted via the Centralized PA Portal Functionality
Phase 1A	6/1/2013	<p><b>Newborn Delivery Notifications</b> - all OB deliveries that will be submitted for claims payments to the CMOs.</p> <p><b>Pregnancy Notification</b> - all pregnant members to ensure high-risk OB members are identified and get appropriate assistance and support.</p>
Phase 1B	7/1/2013	<p>Inpatient Hospital Services (inc. In-State Transplants)</p> <p>Hospital Outpatient Therapy</p> <p>Ambulatory Surgery Services</p>
Phase 2	TBD	<p>Services handled by CMO third-party vendors (dental, vision, radiology, etc.)</p> <p>Behavioral Health inpatient or outpatient PAs</p>



# Centralized PA Portal Process

The Web submission rate for October 2013 was just under 78%.

<b>Review Type</b>	<b>Totals</b>
<b>Newborn Delivery</b>	20,071
<b>Pregnancy Notification</b>	6,548
<b>Hospital Admission (Portal)</b>	20,623
<b>Hospital Admission (CMO)</b>	30,385
<b>Hospital Outpatient Therapy (Portal)</b>	2,959
<b>Hospital Outpatient Therapy (CMO)</b>	14,933
<b>TOTAL</b>	<b>95,521</b>



# Network Access Requirements

## Section 4.8.13 of Georgia Families Contract Geographic Access Standards

Types	Urban	Rural
<b>Primary Care Providers</b>	Two (2) within eight (8) miles	Two (2) within fifteen (15) miles
<b>Specialists</b> <b>Dental Providers</b> <b>Dental Sub Specialty Providers</b> <b>Hospitals</b> <b>Mental Health Providers</b>	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
<b>Pharmacies</b>	One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles	One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles

# CMO PCP Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	Bartow, Carroll, <b>Newton</b>	<b>Newton</b>	Bartow, <b>Newton</b>
Central	Harris, Heard, <b>Laurens</b> , Macon, Marion, Muscogee, <b>Taylor</b>	<b>Laurens, Taylor</b>	<b>Laurens, Taylor</b> , Troup
East	No Deficient Counties	Jefferson	Burke, Columbia
North	Gordon, Jackson, Murray, <b>Whitfield</b>	Gordon, Habersham, <b>Whitfield</b>	Gordon, Habersham, Murray, <b>Whitfield</b>
Southeast	<b>Bulloch</b> , Charlton, <b>Effingham, McIntosh</b> ,	Bryan, <b>Bulloch</b> , Charlton, <b>Effingham, McIntosh</b> , Ware	<b>Bulloch</b> , Camden, <b>Effingham</b> , <b>McIntosh</b> , Screven, Ware
Southwest	Berrien, Clinch, <b>Coffee</b> , <b>Colquitt</b> , Lowndes, Seminole, <b>Thomas, Tift</b>	<b>Coffee, Colquitt</b> , Seminole, <b>Thomas, Tift</b>	<b>Coffee, Colquitt</b> , Echols, Lowndes, Seminole, <b>Thomas</b> , <b>Tift</b>

# CMO Pediatrician Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	Coweta, <b>Newton</b>	Coweta, <b>Newton</b>	<b>Newton</b>
Central	<b>Laurens</b> , Talbot, Taylor	<b>Laurens</b> , Taylor, Telfair	<b>Laurens</b> , Talbot, Taylor, Troup
East	No Deficient Counties	Columbia, Emanuel, Jefferson	Burke, Columbia
North	<b>Gordon, Murray</b>	Catoosa, <b>Gordon, Murray</b> , Walker, Whitfield	<b>Gordon, Murray</b> ,
Southeast	<b>Bulloch</b> , Charlton, <b>Effingham, McIntosh</b> ,	Bryan, <b>Bulloch</b> , Camden, Charlton, <b>Effingham</b> , Glynn, <b>McIntosh</b> , Ware	<b>Bulloch</b> , Camden, <b>Effingham, McIntosh</b> , Screven, Ware
Southwest	<b>Coffee</b> , Decatur, Grady, Irwin, Lowndes, Mitchell, <b>Seminole</b>	Clay, Clinch, <b>Coffee</b> , Colquitt, Lowndes, <b>Seminole</b> , Thomas	Calhoun, <b>Coffee</b> , Colquitt, Echols, Lowndes, <b>Seminole</b> , Thomas

# CMO Dental Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	No Deficient Counties	No Deficient Counties	No Deficient Counties
Central	No Deficient Counties	No Deficient Counties	No Deficient Counties
East	No Deficient Counties	No Deficient Counties	Burke, Columbia
North	No Deficient Counties	No Deficient Counties	No Deficient Counties
Southeast	No Deficient Counties	Camden, Charlton	No Deficient Counties
Southwest	<b>Early, Seminole</b>	No Deficient Counties	No Deficient Counties

# Telemedicine

Telemedicine allows CMO members in rural and underserved communities to receive greater access to specialty care. The CMOs telemedicine network allows patients in Georgia will have access to a comprehensive telemedicine network. Telemedicine reduces travel distance

- **All 3 CMOs** are contracted with the Georgia Partnership for Telehealth. Network includes:
  - Nursing homes, school-based clinics, jails, clinics and emergency rooms.
  - 175 Specialists & health care providers

# CMOs Subcontractor Contact Information

	Vision	Dental	Behavioral Health	DME	Radiology
<b>Amerigroup</b>	<b>Avesis</b>	<b>Scion</b>	<b>In-House</b>	<b>In-House</b>	<b>National Imaging Assoc. (NIA)</b>
<b>Peach State Health Plan</b>	<b>Opticare</b>	<b>DentaQuest</b>	<b>Cenpatico</b>	<b>Univita</b>	<b>National Imaging Assoc. (NIA)</b>
<b>WellCare</b>	<b>Avesis</b>	<b>Avesis</b>	<b>In-House</b>	<b>In-House</b>	<b>CareCore</b>

# Care Management Organizations

**Effective February 2011 – all three CMOs are statewide**

**Amerigroup**

**1-800-454-3730**



**Peach State Health Plan**

**1-866-874-0633**



**WellCare of Georgia**

**1-866-300-1141**



# DCH Provider Services

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**Georgia Families**

**Provider 's Resolution Hotline**

1-888-943-5743

404-651-8363 (Atlanta Area)

[helpdesk4georgiafamilies@dch.ga.gov](mailto:helpdesk4georgiafamilies@dch.ga.gov)

