

FREQUENTLY ASKED QUESTIONS

GEORGIA DEPARTMENT OF
COMMUNITY HEALTH

 **MEDICAID**

1. How do I apply for Medicaid?
You can go to your county Department of Family and Children Services Office and they will assist you.
2. How can I tell if I qualify for Medicaid?
Go to the Georgia Health Partnership (GHP) web site, and that will give you eligibility information.
3. What if I have questions about my Medicaid eligibility?
You can go to the GHP website or call the number on the back of your Medicaid card—770-570-3373 or 770-570-3300.
4. I am pregnant and need Medicaid. What is the best way for me to apply?
Go directly to your county Health Department—you can apply and if you are eligible, you receive coverage the same day.
5. What do I do about my Medicaid coverage if I've moved?
Call the Metro Change Center at 404-635-2173 or 1-888-295-1769, and let them know.
6. How can I choose another doctor?
Call The Powerline at, 404-881-8038 or 1-800-822-2539, give them your Medicaid number and request at least three choices for the type of new doctor you are looking for.
7. I am not Medicaid eligible, but I do receive Social Security benefits that do not pay for my prescriptions. How can I get low or no cost medications?
Ask your doctor to sign you up for the Prescription Drug Patient Assistance Program, 1-800-762-4636 or you can call Georgia Partnership for Caring Foundation (GPCF), 1-800-982-4723, to see if you are eligible.
8. I am Medicaid-eligible, but not for prescription assistance. Is there any help for me? Who do I call?
Call the Georgia Department of Community Health at 404-656-4496.
9. If I have Medicaid and I have an accident and Medicaid paid my medical bills, do I have to reimburse them?
Yes, once you are awarded settlement, your lawyer would need to call Public Consulting Group, 770-980-9777, to arrange repayment to Medicaid.
10. I was once a Medicaid member and am now receiving medical bills from years ago. What do I do?
If you had notified the provider that you were Medicaid-eligible at the time of service, you must show proof to them. If you had not made notification in a reasonable amount of time, you might be required to pay the bill. For further information, call 404-656-4496.
11. How can I find out if my prescription requires a prior authorization or is not on the list of approved medications for Medicaid?
Call 404-656-4496 for assistance.
12. One of the medications I take now requires a prior authorization. What do I have to do about that?
Your doctor must call and request prior authorization for your prescription.
 - Ask your doctor to sign you up for the Prescription Drug Patient Assistance Program, 1-800-762-4636 or you can call Georgia Partnership for Caring Foundation (GPCF), 1-800-982-4723, to see if you are eligible.
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HEALTH CARE PROVIDER (HPC)

14. I am a provider and I have been trying to reach ACS and cannot get assistance, what do I do?
For the quickest response please send an inquiry to the GHP Customer Interaction Center (CIC). Then, if you do not get an answer in a reasonable time, and especially if you have a policy question, call 404-656-4496.
15. How can I become a provider?
If you would like to become a provider, you can find more information at the Georgia Health Partnership (GHP) web site.
16. I am a nurse aid and I need to renew my license. How can I do that?
You can go online to the GHP web site, www.ghp.georgia.gov, click on Nurse Aid Registry, and follow the directions given.

PEACHCARE FOR KIDS

17. How do I apply for PeachCare for Kids™?
Go to the GHP website, and click on PeachCare for Kids™ information. You can also call 1-877-427-3224.
18. One of the medications I take now requires a prior authorization. What do I have to do about that?
Your doctor must call and request prior authorization for your prescription.

STATE HEALTH BENEFIT PLAN (SHBP)

19. I have a question about my State Health Benefits. Where can I call?
Call State Health Benefits Eligibility at: 800-610-1863
20. How can I find out if my prescription requires a prior authorization or is not on the list of approved medications for Medicaid?
Call 404-656-4496 for assistance.