

New Open Enrollment Process for Georgia Families Starting March 2017

Frequently Asked Questions

Q: What is Georgia Families®?

A: Georgia Families® is a partnership between the Department of Community Health and private health plans (also called “care management organizations” or “CMOs”) to provide health care services to Medicaid and PeachCare for Kids® members.

Q: What is a CMO?

A: A company that provides health care services to certain Medicaid and PeachCare for Kids® members, and Planning for Healthy Babies® recipients.

Q: What types of health care services are covered through Georgia Families®?

A: All services must be medically necessary. Examples of services include:

- Inpatient and outpatient hospital services
- Behavioral Health Services
- Mental Health and Substance Abuse Services
- Laboratory and X-ray services
- Physicians' services (OB/GYN, Primary Care Physician Services, Specialists)
- Dental services and vision services
- Speech, occupational, and physical therapy
- Prescribed pharmacy drugs
- Diagnostic, screening, preventive, and rehabilitative services
- Case management services and Care Coordination Services
- Durable Medical Equipment (wheelchairs, oxygen equipment, etc.)
- Urgent Care and Emergency Services
- Family Planning Services
- Non-Emergency Transportation

Q: Am I eligible for Georgia Families®?

A: Georgia Families® provides health care services to most, but not all Medicaid and PeachCare for Kids® members. The following groups are automatically enrolled in Georgia Families®:

- Parent/Caretaker with Children Medicaid (formerly Low Income Families)
- Transitional Medicaid
- Pregnant Women
- Children under 19
- Newborns
- Women Eligible Due to Breast and Cervical Cancer (must be less than 65 years of age and diagnosed with breast or cervical cancer)
- Refugees
- PeachCare for Kids®

Q: What services will I get if I am enrolled in Planning for Healthy Babies®?

A: You may receive Family Planning services or Inter-Pregnancy Care services or Resource Mother services through the CMO of your choice.

Q: Who is not eligible for Georgia Families®?

A: The following are not eligible for Georgia Families®:

- Individuals in a Nursing Home
- Individuals in Hospice
- Aged, Blind, and Disabled (with certain exceptions)

Q: Who are the four Georgia Families® CMOs?

A: Beginning July 1, 2017, the Department of Community Health will work with **four** CMOs:

- Amerigroup Community Care;
- CareSource;
- Peach State Health Plan; and
- WellCare.

Q: What is Open Enrollment?

A: Open Enrollment is the time period when Georgia Families® members and Planning for Healthy Babies® recipients can choose a CMO.

Q: When is Open Enrollment for Georgia Families® members and Planning for Healthy Babies® recipients?

A: The Open Enrollment period for Georgia Families® members and Planning for Healthy Babies® recipients will begin on Wednesday, March 1, 2017. You will have the entire month of March to choose a CMO. You must choose a CMO by midnight on Friday, March 31, 2017.

Q: Why is Open Enrollment in March 2017? What has changed?

A: This Open Enrollment period is different. Open Enrollment used to take place on your anniversary date. **This year, the Open Enrollment date is the same for ALL Georgia Families® members and Planning for Healthy Babies® recipients. ALL Georgia Families® members and Planning for Healthy Babies® recipients must choose a CMO beginning March 1, 2017 through March 31, 2017.**

Q: Which CMO should I choose?

A: You need to look at what is best for you and your family. Make a list of all of your doctors, medications, and services you receive. Find out which CMOs your doctors will accept. Use the comparison chart in your Enrollment Packet to review the extra benefits the CMOs offer.

Q: Will I receive an Enrollment Packet in the mail?

A: Yes. The Georgia Families® program will mail out Enrollment packets to Georgia Families® members and Planning for Healthy Babies® recipients before the Open Enrollment period begins. The packet has a CMO comparison chart and instructions on how to choose a CMO. All Georgia Families® members and Planning for Healthy Babies® recipients must choose a CMO beginning March 1, 2017 through March 31, 2017.

Q: What will be my new anniversary date?

A: As part of the new Open Enrollment process, ALL anniversary dates will change to July 2018. Your new anniversary date will be in July with certain exceptions.

Q: How do I sign up to enroll in a CMO?

A: Georgia Families® will send Georgia Families members and Planning for Healthy Babies® recipients an Enrollment Packet with information about how to enroll. You will receive the Enrollment Packet in February 2017. You must choose a CMO during the Open Enrollment period. You must choose one of the CMOs (Amerigroup, CareSource, Peach State Health Plan, or WellCare). You can choose a CMO by doing one of the following:

1. **Phone:** You can call the Georgia Families® program at 888-GA-Enroll (888-423-6765). You can select a CMO using the automated prompts or you can speak with a live person.
2. **Mail:** You can mail the enrollment form to the address provided in the enrollment packet.
3. **Fax:** You can fax the enrollment form to 1-866-4U2Enroll (866-482-3676)
4. **Online:** You can enroll online by visiting www.georgia-families.com

If you need help choosing a CMO or would like to talk to someone about the CMOs, you may call the Georgia Families® program at 888-GA-ENROLL (888-423-6765).

Q: What happens if I do not choose a CMO?

A: A CMO will be chosen for you. You will be enrolled in the CMO on July 1, 2017. You can change to a different CMO from July 1, 2017 through September 30, 2017.

Q. When does my CMO choice take effect?

A: Your CMO choice will take effect on July 1, 2017.

Q: If I change my mind, can I choose a different CMO?

A: Yes, you may change your CMO selection from July 1, 2017 through September 30, 2017. This is called the “change period.” After the change period (90 days) ends, you will stay in your chosen CMO until the next Open Enrollment period unless you are allowed to change “for cause.”

Q: Can my children have a different CMO or do we have to use the same CMO?

A: You can choose a different CMO for each person.

Q: When will I get my CMO ID Card?

A: Your CMO member ID card will be mailed to you within seven days of your enrollment with the CMO.

Q: Do I have to stay with the same CMO if I have already made doctor’s appointments or have scheduled medical procedures that were approved?

A: No, but before you change to a new CMO, you should check to make sure your doctor or provider accepts your new CMO plan.

Q How will I know if my doctor or specialist is in the CMO's network?

A: You can call your doctor directly or you can call the Georgia Families® program at 888-GA-ENROLL (888-423-6765)

Q: Will I lose some of my Medicaid benefits?

A: No. The CMOs provide the same services that the regular Medicaid program covers. The CMOs also have extra benefits. Be sure to look at the CMO comparison chart in the Enrollment Packet.

Q: Will I get a member handbook from the CMO?

A: The member handbook will be available on your CMO's website. You may request a hard copy of the member handbook by calling your CMO after you are enrolled. Handbooks are available for Georgia Families® members, and Planning for Healthy Babies® recipients upon request.

Q: Will I get a provider directory?

A: All provider directories are available on the CMOs websites. You may request a hard copy by calling your CMO after you are enrolled. Provider directories are available for Georgia Families® members, and Planning for Healthy Babies® recipients upon request.

Q: Who can I call for more information about providers, services, and enrolling?

A: Georgia Families representatives are available to answer any questions about the program and to help Georgia Families members and Planning for Healthy Babies® recipients choose a plan. If you have questions or need help, you may call 888-GA-ENROLL (888-423-6765) toll- free or visit www.georgia-families.com. Business hours are 7:00AM – 7:00PM Monday through Friday.