



Georgia Families 360
Monitoring & Oversight Committee
Meeting Minutes

June 23, 2015

I. Call to order

Marcey Alter, DCH called to order the regular meeting of the DCH Georgia Families 360° Program's Monitoring and Oversight Committee meeting at 3:00 p.m. on June 23, 2015 at 2 Peachtree St, SW, Atlanta, GA 30303, in the 7th floor conference room.

II. Welcome and Introductions

Committee members introduced themselves. The following Committee members were present:

- Director Bobby Cagle, DFCS
- Dr. Linda Wiant, DCH Medicaid Medical Chief
- Delegate Racquel Watson, DJJ
- Delegate Matt Yancey, DBHDD
- Delegate Paula Brown, DPH
- Delegate Dr. Debora Johnson, DHS
- Delegate Deidria Bolden, DECAL

Absentee Members: Delegate for DOE

III. DFCS Concerns and responses

A packet of handouts from the DFCS Director, Bobby Cagle, including a presentation of Concerns with Medical Coverage for Georgia Foster and Adopted Children was shared with the Committee.



Georgia Families 360
Monitoring & Oversight Committee
Meeting Minutes

June 23, 2015

Discussion was held related to the start-up and implementation phase of the program, appropriate infrastructure had been built, including adding Ombudsman staff and sufficient Care Coordination ratios. During early go-live there were first daily, then weekly escalation calls to address any gaps in services, care coordination issues and individual member escalation problems. There are regular cadence calls being held currently to address systemic issues that are brought to the attention of DCH. Plans to set up regular meetings with Amerigroup CEO, Fran Gary and Linda Wiant, DCH Medicaid Chief were discussed in order to engage in conversations to address emerging trends and to explore resolutions to any problems that may arise.

Eligibility and enrollment issues were discussed and prior to go-live there were programmatic workflows developed to diagram communications and intake processes. Immediate access to care was anticipated for all children coming into care. There have been manual changes in business processes and there may be a system work around to help ameliorate any problem that arises with a child's eligibility or enrollment. DJJ shared that there are approximately 200 youth from DJJ in the program and that the application and enrollment process for these youth come directly from the DJJ state office and that there have been no delays in submitting applications.

Director Cagle invited providers to attend today's meeting. The providers described scenarios related to reports of average time of enrollment, prior authorizations, changes in the web portal for providers and a lengthy credentialing process. Other issues reported were related to perception of lower levels of service than with the Medicaid Fee- For-Service program and the need to ensure that young adults transitioning out of foster care are enrolled for coverage. The difference in the Fee-for-Service model vs. the managed care model was discussed and that there is care coordination provided through managed care to avoid duplications, to prevent the wrong combinations of interventions and services and to monitor the use of psychotropic medications being over utilized or improperly used for members, for example.

Together Georgia, representing behavioral health providers, reported that their organization has a working team with Amerigroup and things are going well with that



Georgia Families 360
Monitoring & Oversight Committee
Meeting Minutes

June 23, 2015

partnership. Behavioral health providers recommend implementation of an episodic service package for providers to serve youth.

The prior authorizations for psychological testing was discussed and a representative from the Georgia Psychological Association (GPA) reported that Amerigroup had met with GPA representatives related to the change in prior authorization requirements for psychological testing that was implemented in May 2015. The issues with the new approval process have been resolved for the GPA membership and that the percentage of approved requests for psychological testing have increased during the month of June 2015. DCH and DHS staff have participated in reviewing prior authorization denials and approvals for the month of May 2015. Amerigroup's Medical Director explained that most of the denials are based on provider's request for placement or that the child could be assessed in other ways instead of using the battery of tests that are being requested. There will be additional reviews conducted over the next two months to address any further trends in rates of denials for psychological testing.

DCH made the suggestion for regularly scheduled Regional calls with DFCS leadership to allow for staffing of individual member issues or trends that may be identified in the field. Director Cagle said that he has been visiting many parts of the state to identify trends and has ten more visits in the coming weeks. DCH and Amerigroup will participate in the visits as a partner with DFCS.

IV. Adjournment:

Marcey Alter thanked all for their attendance, indicated DCH would be in touch with Committee members to schedule the next meeting, and adjourned the meeting at 4:35 p.m.

Minutes submitted by: Suzanne Lindsey, DCH Georgia Families 360° Director

Minutes approved by: Linda Wiant, DCH, Medicaid Chief