

Network Adequacy and Access Assurances (NAAAR) Report for Georgia: Georgia Families 360

Submission name	Plan type	Reporting period start date	Reporting period end date	Last edited	Edited by	Status
Georgia Families 360	MCO	07/01/2024	06/30/2025	12/17/2025	Jay Perrault	Submitted

Section I. State and program information

A. State information and reporting scenario

Who should CMS contact with questions regarding information reported in the NAAAR? Follow-on communications related to this report will be made to the primary contact.

Use this section to report your contact information, date of report submission, and reporting scenario.

Number	Indicator	Response
IA.1	Contact name First and last name of the contact person.	Shanique Horne
IA.2	Contact email address Enter email address. Department or program-wide email addresses are permitted.	shanique.horne@dch.ga.gov
IA.3	State or territory Auto-populates from your account profile.	Georgia
IA.4	Date of report submission CMS receives this date upon submission of this report.	12/18/2025
IA.5	Reporting scenario Enter the scenario under which the state is submitting this form to CMS. Under 42 C.F.R. § 438.207(c) - (d), the state must submit an assurance of compliance after reviewing documentation submitted by a plan under the following three scenarios:Scenario 1: At the time the plan enters into a contract with the state;Scenario 2: On an annual basis;Scenario 3: Any time there has been a significant change (as defined by the state) in the plan's operations that would affect its adequacy of capacity and services, including (1) changes in the plan's services, benefits, geographic service area, composition of or payments to its provider network, or (2) enrollment of a new population in the plan.States should complete one (1) form with information for applicable managed care plans and programs. For example, if the state submits this form under scenario 1 above, the state should submit this form only for the managed care plan (and the applicable managed care program) that entered into a new contract with the state. The state should not report on any other plans or programs under this scenario. As another	Scenario 2: Annual report

example, if the state submits this form under scenario 2, the state should submit this form for all managed care plans and managed care programs.

B. Add plans

Enter the name of each plan that participates in the program for which the state is reporting data. If the state is submitting this form because it's entering into a contract with a plan or because there's a significant change in a plan's operations, include only the name of the applicable plan.

Plan names should match the plan names used in your Managed Care Plan Annual Report (MCPAR) for this program for the same reporting period.

Indicator	Response
Plan name	Amerigroup

C. Provider type coverage

If your standards apply to more specific provider types, select the most closely aligned provider type category and utilize the subcategory fields available in Section II. Program-level access and network adequacy standards under "Provider type covered by standard".

Number	Indicator	Response
N/A	Select all core provider types covered in the program	Primary Care Specialist Mental health OB/GYN Hospital Pharmacy Dental

D. Analysis methods

States should use this section of the tab to report on the analyses that are used to assess plan compliance with the state's 42 C.F.R. § 438.68 and 42 C.F.R. § 438.206 standards.

Number	Indicator	Response
N/A	<p data-bbox="313 107 704 180">Is this analysis method used to assess plan compliance?</p> <p data-bbox="313 201 678 359">Select “Yes” if the method is utilized to assess plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68.</p>	<p data-bbox="813 138 992 170">Geomapping</p> <p data-bbox="813 191 1089 310">Utilized Frequency: Quarterly Plan(s): Amerigroup</p> <p data-bbox="813 348 1247 380">Plan Provider Directory Review</p> <p data-bbox="813 401 964 432">Not utilized</p> <p data-bbox="813 470 1352 501">Secret Shopper: Network Participation</p> <p data-bbox="813 522 1089 642">Utilized Frequency: Quarterly Plan(s): Amerigroup</p> <p data-bbox="813 680 1227 743">Secret Shopper: Appointment Availability</p> <p data-bbox="813 764 1089 884">Utilized Frequency: Quarterly Plan(s): Amerigroup</p> <p data-bbox="813 921 1263 995">Electronic Visit Verification Data Analysis</p> <p data-bbox="813 1016 964 1047">Not utilized</p> <p data-bbox="813 1085 1360 1117">Review of Grievances Related to Access</p> <p data-bbox="813 1138 964 1169">Not utilized</p> <p data-bbox="813 1207 1154 1239">Encounter Data Analysis</p> <p data-bbox="813 1260 964 1291">Not utilized</p> <p data-bbox="813 1329 1268 1392">Focus Study of Sampled Provider Network</p> <p data-bbox="813 1413 1256 1602">Utilized Description: Analyzed wait times throughout the Provider Network. Frequency: Quarterly Plan(s): Amerigroup</p>

Section II. Program-level access and network adequacy standards

II. Program-level access and network adequacy standards

Report each network adequacy standard included in managed care program contract for this program as required under 42 CFR § 438.68; select "Add standard" to report each unique standard. 42 § CFR 438.206 standards will be addressed in section III. Plan compliance.

Standard total count: 34

#	Provider	Standard type	Standard description	Analysis methods	Pop.	Region
1	Primary care; PCP	Maximum distance to travel	Two (2) within eight (8) miles for 90% of members in county	Geomapping	Adult	Urban
2	Primary care; PCP	Maximum time or distance	Two (2) within fifteen (15) miles for 90% of members in county	Geomapping	Adult	Rural
3	Primary care; Pediatrician	Maximum time or distance	Two (2) within eight (8) miles for 90% of members in county	Geomapping	Pediatric	Urban
4	Primary care; Pediatrician	Maximum time or distance	Two (2) within fifteen (15) miles for 90% of members in county	Geomapping	Pediatric	Rural
5	Specialist	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county	Geomapping	Adult and pediatric	Urban
6	Specialist	Maximum time or distance	One within forty-five (45) minutes or forty-five (45) miles for 90% of	Geomapping	Adult and pediatric	Rural

			members in county			
7	Dental; General Dental Providers	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county	Geomapping	Adult and pediatric	Urban
8	Dental; General Dental Providers	Maximum time or distance	One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county	Geomapping	Adult and pediatric	Rural
9	Dental; Dental Subspecialty Providers	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county	Geomapping	Adult and pediatric	Urban
10	Dental; Dental Subspecialty Providers	Maximum time or distance	One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county	Geomapping	Adult and pediatric	Rural
11	Hospital	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles for	Geomapping	Adult and pediatric	Urban

			90% of members in county			
12	Hospital	Maximum time or distance	One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county	Geomapping	Adult and pediatric	Rural
13	Mental health	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county	Geomapping	Adult and pediatric	Urban
14	Mental health	Maximum time or distance	One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county	Geomapping	Adult and pediatric	Rural
15	Pharmacy	Maximum time or distance	One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles	Geomapping	Adult and pediatric	Urban
16	Pharmacy	Maximum time or distance	One (1) twenty-four (24) hours a day (or has	Geomapping	Adult and pediatric	Rural

an
afterhours
emergency
phone
number
and
pharmacist
on call),
seven (7)
days a
week within
thirty (30)
minutes or
thirty (30)
miles

17	Specialist; Therapy: Physical/occupational/speech therapists	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles	Geomapping	Adult and pediatric	Urban
18	Specialist; Therapy: Physical/occupational/speech therapists	Maximum time or distance	One within forty-five (45) minutes or forty-five (45) miles	Geomapping	Adult and pediatric	Rural
19	Specialist; Vision providers	Maximum time or distance	One (1) within thirty (30) minutes or thirty (30) miles	Geomapping	Adult and pediatric	Urban
20	Specialist; Vision Providers	Maximum time or distance	One within forty-five (45) minutes or forty-five (45) miles	Geomapping	Adult and pediatric	Rural
21	Primary care; PCPs (adult routine visit)	Appointment wait time	Not to exceed 14 calendar days	Secret Shopper: Appointment Availability, Focus Study of Sampled	Adult	Statewide

				Provider Network		
22	Primary care; PCPs (ped routine visit)	Appointment wait time	Not to exceed 14 calendar days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Pediatric	Statewide
23	Primary care; PCP (adult sick visit)	Appointment wait time	Not to exceed 24 hours	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult	Statewide
24	Primary care; PCP (peds sick visit)	Appointment wait time	Not to exceed 24 hours	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Pediatric	Statewide
25	Specialist; Therapy: Physical Therapists, Occupational Therapists, Speech Therapists, Aquatic Therapists	Appointment wait time	Not to exceed thirty (30) Calendar Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
26	Specialist; Vision Providers	Appointment wait time	Not to exceed thirty (30) Calendar Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide

27	Dental; Dental Providers (routine visits)	Appointment wait time	Not to exceed twenty-one (21) Calendar Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
28	Primary care; Dental Providers (urgent care)	Appointment wait time	Not to exceed forty-eight (48) clock hours	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
29	Mental health	Appointment wait time	Fourteen (14) Calendar Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
30	Specialist; Urgent Care Providers	Appointment wait time	Not to exceed twenty-four (24) clock hours	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
31	OB/GYN; Obstetric Providers	Maximum time or distance	Two (2) within thirty (30) minutes or thirty (30) miles for 90% of members in county	Geomapping	Adult and Pediatric	Urban
32	OB/GYN; Obstetric Providers	Maximum time or distance	Two (2) within forty-five (45)	Geomapping	Adult and Pediatric	Rural

minutes or
forty-five
(45) miles
for 90% of
members in
county

33	Specialist	Appointment wait time	Not to exceed thirty (30) Calendar Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide
34	OB/GYN; Maternity Care	Appointment wait time	First Trimester – Not to exceed fourteen (14) Calendar Days; Second Trimester – Not to exceed seven (7) Calendar Days; Third Trimester – Not to exceed three (3) Business Days	Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Adult and Pediatric	Statewide

Section III. Plan compliance

III. Plan compliance

Use this section to report on plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68. This section is also used to report on plan compliance with 42 C.F.R. § 438.206 standards.

Amerigroup

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 28 of 34

1 Maximum distance to travel

Two (2) within eight (8) miles for 90% of members in county

Provider type(s)

Primary care; PCP

Analysis method(s)

Geomapping

Region

Urban

Population

Adult

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has seven urban counties that are out of compliance for PCPs.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

2 Maximum time or distance

Two (2) within fifteen (15) miles for 90% of members in county

Provider type(s)

Primary care; PCP

Analysis method(s)

Geomapping

Region

Rural

Population

Adult

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has six rural counties that are out of compliance for PCPs.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

3 Maximum time or distance

Two (2) within eight (8) miles for 90% of members in county

Provider type(s)

Primary care; Pediatrician

Analysis method(s)

Geomapping

Region

Urban

Population

Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has three urban counties that are out of compliance for Pediatric.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

4 Maximum time or distance

Two (2) within fifteen (15) miles for 90% of members in county

Provider type(s)

Primary care; Pediatrician

Analysis method(s)	Region	Population
Geomapping	Rural	Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has three rural counties that are out of compliance for Pediatric.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

6 Maximum time or distance

One within forty-five (45) minutes or forty-five (45) miles for 90% of members in county

Provider type(s)

Specialist

Analysis method(s)	Region	Population
Geomapping	Rural	Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has twelve rural counties that are out of compliance for Specialists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

7 Maximum time or distance

One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county

Provider type(s)

Dental; General Dental Providers

Analysis method(s)

Geomapping

Region

Urban

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has eighteen urban counties that are out of compliance for General Dental Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

8 Maximum time or distance

One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county

Provider type(s)

Dental; General Dental Providers

Analysis method(s)

Geomapping

Region

Rural

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has three rural counties that are out of compliance for General Dental Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

9 Maximum time or distance

One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county

Provider type(s)

Dental; Dental Subspecialty Providers

Analysis method(s)	Region	Population
Geomapping	Urban	Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has six urban counties that are out of compliance for Dental Specialty Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

10 Maximum time or distance

One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county

Provider type(s)

Dental; Dental Subspecialty Providers

Analysis method(s)	Region	Population
Geomapping	Rural	Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has fifteen rural counties that are out of compliance for Dental Specialty Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

11 Maximum time or distance

One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county

Provider type(s)

Hospital

Analysis method(s)

Geomapping

Region

Urban

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has three urban counties that are out of compliance for Hospitals.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

13 Maximum time or distance

One (1) within thirty (30) minutes or thirty (30) miles for 90% of members in county

Provider type(s)

Mental health

Analysis method(s)

Geomapping

Region

Urban

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68**Description**

GF 360 has thirty-two urban counties that are out of compliance for Mental Health Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

14 Maximum time or distance

One (1) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county

Provider type(s)

Mental health

Analysis method(s)

Region

Population

Geomapping

Rural

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has one hundred-nineteen rural counties that are out of compliance for Mental Health Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

15 Maximum time or distance

One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles

Provider type(s)

Pharmacy

Analysis method(s)

Region

Population

Geomapping

Urban

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has thirty-nine urban counties that are out of compliance for Pharmacies.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

16 Maximum time or distance

One (1) twenty-four (24) hours a day (or has an afterhours emergency phone number and pharmacist on call), seven (7) days a week within thirty (30) minutes or thirty (30) miles

Provider type(s)

Pharmacy

Analysis method(s)

Geomapping

Region

Rural

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has one hundred-twenty rural counties that are out of compliance for Pharmacies.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

18 Maximum time or distance

One within forty-five (45) minutes or forty-five (45) miles

Provider type(s)

Specialist; Therapy: Physical/occupational/speech therapists

Analysis method(s)

Geomapping

Region

Rural

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has one rural county that is out of compliance for Therapy: Physical Therapists, Occupational Therapists and Speech Therapists.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

19 Maximum time or distance

One (1) within thirty (30) minutes or thirty (30) miles

Provider type(s)

Specialist; Vision providers

Analysis method(s)

Geomapping

Region

Urban

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68**Description**

GF 360 has two urban counties that are out of compliance for Vision Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

20 Maximum time or distance

One within forty-five (45) minutes or forty-five (45) miles

Provider type(s)

Specialist; Vision Providers

Analysis method(s)

Geomapping

Region

Rural

Population

Adult and pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68**Description**

GF 360 has three rural counties that are out of compliance for Vision Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

21 Appointment wait time

Not to exceed 14 calendar days

Provider type(s)

Primary care; PCPs (adult routine visit)

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

PCP Adult Routine visits are only 73.48% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
Frequency of compliance findings (optional): Not answered, optional
Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

22 Appointment wait time

Not to exceed 14 calendar days

Provider type(s)

Primary care; PCPs (ped routine visit)

Analysis method(s)	Region	Population
Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Statewide	Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

PCP Peds Routine visits are only 83.62% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability

Frequency of compliance findings (optional): Not answered, optional

Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

23 Appointment wait time

Not to exceed 24 hours

Provider type(s)

Primary care; PCP (adult sick visit)

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

PCP Adult Sick visits are only 70.54% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
Frequency of compliance findings (optional): Not answered, optional
Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

26 Appointment wait time

Not to exceed thirty (30) Calendar Days

Provider type(s)

Specialist; Vision Providers

Analysis method(s)	Region	Population
Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Statewide	Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

Applicable providers were not included in the secret shopper analyses.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
 Frequency of compliance findings (optional): Not answered, optional
 Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

27 Appointment wait time

Not to exceed twenty-one (21) Calendar Days

Provider type(s)

Dental; Dental Providers (routine visits)

Analysis method(s)	Region	Population
Secret Shopper: Appointment Availability, Focus Study of Sampled Provider Network	Statewide	Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

Applicable providers were not included in the secret shopper analyses.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability

Frequency of compliance findings (optional): Not answered, optional

Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

28 Appointment wait time

Not to exceed forty-eight (48) clock hours

Provider type(s)

Primary care; Dental Providers (urgent care)

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68**Description**

Applicable providers were not included in the secret shopper analyses.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability

Frequency of compliance findings (optional): Not answered, optional

Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

29 Appointment wait time

Fourteen (14) Calendar Days

Provider type(s)

Mental health

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68**Description**

Mental Health Visits are only 74.35% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
Frequency of compliance findings (optional): Not answered, optional
Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

30 Appointment wait time

Not to exceed twenty-four (24) clock hours

Provider type(s)

Specialist; Urgent Care Providers

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

Urgent Care Providers Visits are only 83.16% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
Frequency of compliance findings (optional): Not answered, optional
Focus Study of Sampled Provider Network

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

32 Maximum time or distance

Two (2) within forty-five (45) minutes or forty-five (45) miles for 90% of members in county

Provider type(s)

OB/GYN; Obstetric Providers

Analysis method(s)

Geomapping

Region

Rural

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

GF 360 has one rural county that is out of compliance for Obstetric Providers.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The plan will identify alternate methods for members to achieve access such as telehealth and single case agreements. The plans are also required to mitigate all areas of deficiency by identifying other providers in the county or state to meet access standards. The state will assess corrective action plans on the plans for non-compliance.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

33 Appointment wait time

Not to exceed thirty (30) Calendar Days

Provider type(s)

Specialist

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

Specialty visits were 88.07% compliant with appointment wait time standards.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Reassessment date

06/30/2026

34 Appointment wait time

First Trimester – Not to exceed fourteen (14) Calendar Days; Second Trimester – Not to exceed seven (7) Calendar Days; Third Trimester – Not to exceed three (3) Business Days

Provider type(s)

OB/GYN; Maternity Care

Analysis method(s)

Secret Shopper:
Appointment
Availability, Focus
Study of Sampled
Provider Network

Region

Statewide

Population

Adult and Pediatric

Plan deficiencies for Amerigroup: 42 C.F.R. § 438.68

Description

OB/GYN Statewide compliance for appointment wait time standards: Adult/Peds Maternity 1st Trimester are only 71.54% compliant; Adult/Peds Maternity 2nd Trimester are only 66.46% compliant. Adult/Peds Maternity 3rd Trimester are only 52.10% compliant.

Analyses used to identify deficiencies

Secret Shopper: Appointment Availability
Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

Monitoring progress

The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.

Exceptions standards for 438.68**Total: 0 of 34****B. Assurance of plan compliance for 438.206**

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	No, the plan does not comply with all standards based on all analyses or exceptions granted

Provide plan compliance details for the requirements at 42 C.F.R. § 438.206

Number	Indicator	Response
III.B.2	Delivery network-related requirements:	Does not maintain and monitor a sufficient network of appropriate providers
III.B.3	Furnishing of services; timely access-related requirements:	Does not meet and require its network providers to meet State standards for timely access to care and services taking into account the urgency of the need for services, as well as appointment wait times specified in § 438.68(e).
III.B.4	Other requirements:	Other, specify – N/A
III.B.5	Plan deficiencies: 42 C.F.R. § 438.206 description Describe additional plan deficiencies identified during the reporting period.	PCP Statewide, PCP Adult Routine visits are only 73.48% compliant for GF 360. Statewide, PCP Peds Routine visits are only 83.62% compliance for GF 360. Statewide, PCP Adult Sick visits are only 70.54% compliant for GF 360. OB/GYN Statewide, Adult/Peds Maternity 1st Trimester are only 71.54% compliant for GF 360. Statewide, Adult/Peds Maternity 2nd Trimester are only 66.46% compliant for GF 360. Statewide, Adult/Peds Maternity 3rd Trimester are only 52.10% compliant for GF 360. Therapists There were no findings for Therapist visits for GF 360. Specialties Statewide, Specialties visits are only 88.07% compliant for GF 360. Vision There were no findings for Vision visits for GF 360. Dental There were no findings for Dental visits for GF 360. Mental Health Statewide, Mental Health Visits are only 74.35% compliant for GF 360. Urgent Care Providers Statewide, Urgent Care Providers Visits are only 83.16% compliant for GF 360.
III.B.6	Plan deficiencies: 42 C.F.R. § 438.206 analyses used to identify deficiencies Indicate which analyses uncovered the deficiencies.	Secret Shopper Survey, Focus Study of Sampled Provider Network
III.B.7	Plan deficiencies: 42 C.F.R. § 438.206 description of what the plan will do to achieve compliance Describe what the plan will do to achieve compliance.	The State is working with the health plans to give continuing education with providers and assess CAPS when necessary.

III.B.8	Plan deficiencies: 42 C.F.R. § 438.206 monitoring progress Describe how the state will monitor the plan's progress.	The state conducts adequacy calculations to validate health plan reports and monitors quarter to quarter trends to ensure access and adequacy continue to improve.
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III.B.9	Reassessment for plan deficiencies: 42 C.F.R. § 438.206 Indicate when the state will reassess the plan's network to determine whether the plan has remediated those deficiencies.	06/30/2026
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