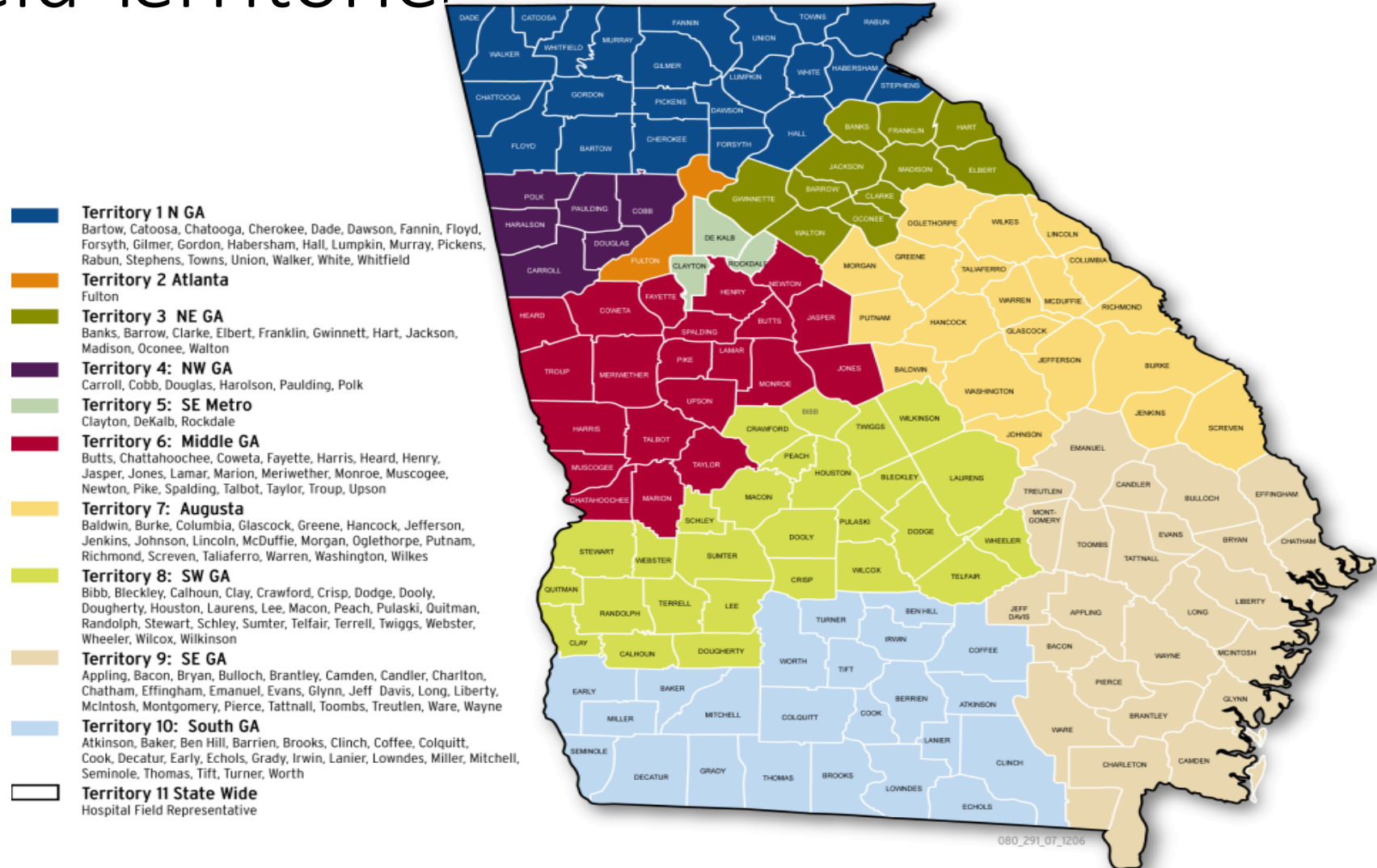




Contacting your Medicaid Field rep

Georgia Field Territories



080_291_07_1206

Provider Relations Field Services Representatives

Territory	Region	Rep
1	North Georgia	DeAndre Murray
2	Fulton	Adrian Hogan
3	NE Georgia	Carolyn Thomas
4	NW Georgia	Danny Williams
5	SE Metro	Ebony Hill
6	Middle Georgia	Shawnteel Bradshaw
7	Augusta	Jessica Bowen
8	SW Georgia	Jill McCrary
9	SE Georgia	Kendal Telfair
10	South Georgia	Anitrus Johnson
North	Hospital Rep	Sherida Banks
South	Hospital Rep	Janey Griffin

Contact Us(Secure)



The screenshot displays the GAMMIS (Georgia Medicaid Management Information System) web portal. At the top left is the logo for the Georgia Department of Community Health. The main header features the GAMMIS logo and a search bar. A blue navigation bar contains a session expiration message: "[Refresh session] You have approximately 16 minutes until your session will expire." and the date "Monday, October 27, 2014". Below this is a menu with links: Home | Contact Information | Member Information | Provider Information | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy. A "User Information" section includes a "Login/Manage Account" button and a "Login" button. The main content area is divided into three columns. The left column has two sections: "Members" with links for "Register for Secure Access" and "Member Information"; and "Providers" with links for "PIN Activation" and "Provider Information". Below the "Providers" section is an image of a doctor examining a young child. The middle column is titled "Upcoming Events" and contains a detailed announcement about the ICD-10 implementation starting on October 1, 2015, explaining the transition from ICD-9 to ICD-10 codes and the impact on billing. The right column is titled "GAMMIS Web Portal Overview" and provides a general description of the system's purpose and the types of users it serves, including public members.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

GAMMIS
GEORGIA MEDICAID MANAGEMENT INFORMATION SYSTEM

Search

[Refresh session] You have approximately 16 minutes until your session will expire. Monday, October 27, 2014

Home | Contact Information | Member Information | Provider Information | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy

User Information ?

Login/Manage Account Login

Members

- Register for Secure Access
- Member Information

Providers

- PIN Activation
- Provider Information



Upcoming Events

ICD-10 Implementation Announcement - HP Enterprise Services will begin accepting ICD-10 diagnoses and surgical procedures on October 1, 2015. Per the federal mandate, claims submitted for services rendered on or after October 1, 2015 must include ICD-10 codes. Claims submitted for services rendered before October 1, 2015 must continue to include ICD-9 codes. Refer to the UB 04 billing manual for ICD-10 rules specific to this claim type. ICD-10 has no direct impact on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS). Please continue to review the announcements provided on the Provider Notices page that is found under the Provider Information menu for details regarding the migration to ICD-10 as well as any future notifications from CMS if the October 1, 2015 date is changed in the future.

GAMMIS Web Portal Overview

The Georgia Medicaid Management Information System (GAMMIS) serves as the primary web portal for Medicaid, PeachCare for Kids® and all related waiver programs administered by the Department of Community Health's Medical Assistance Plans Division. The GAMMIS portal provides timely communications, data exchange and self-service tools for members and providers with both secure and public access areas.

Members of the public can obtain general information, find a provider and learn more about various Medical Assistance Plans.

Contact Us

(continued)

Georgia Medicaid Home

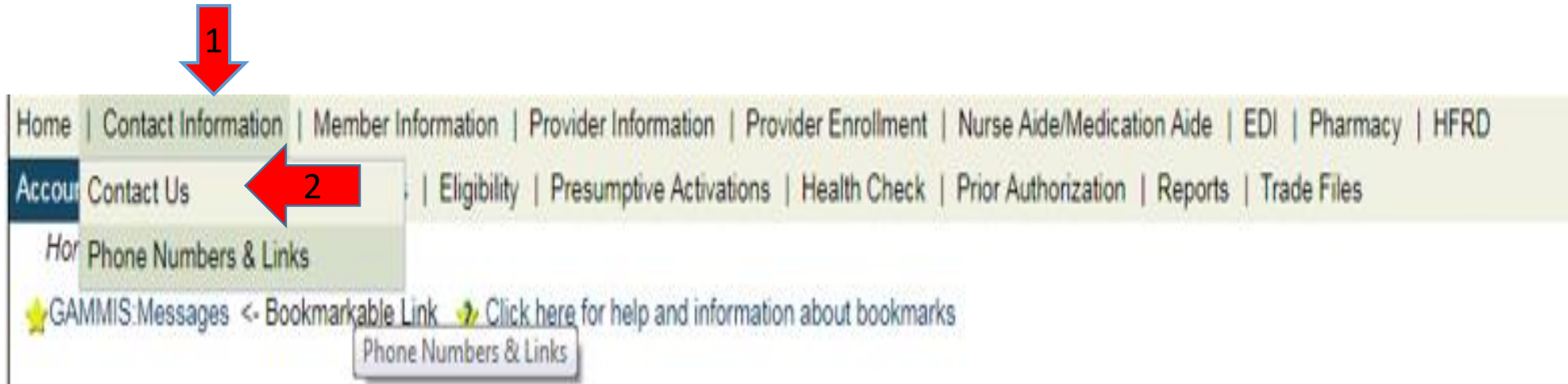
Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
MEUPS Account Management	Manages contact information, password, and authorizations for applications.
Web Portal	Web Portal

Contact My Provider Rep Directly

Login to the MMIS system with your username and password




The screenshot shows a horizontal navigation menu with the following items: Home | Contact Information | Member Information | Provider Information | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD. A red arrow labeled '1' points to the 'Contact Information' link. Below this menu, a 'Contact Us' link is highlighted with a blue background, and a red arrow labeled '2' points to it. Below the 'Contact Us' link, there is a sub-menu item 'Phone Numbers & Links'. At the bottom of the screenshot, there is a bookmarked link for 'GAMMIS: Messages' with a star icon and a text box containing 'Phone Numbers & Links'.

Contact My Provider Rep Directly

(continued)

Contact Information ? ✖

How can we help you?

Select an Item* 

Enter Category Details

How do you want to be contacted?

Contact Method* Telephone

Last Name, First Name

Phone Number, Ext

Contact My Provider Rep Directly

(continued)

Requests Requiring PHI

NOTE: If the response to your inquiry contains protected health information (PHI) such as member or claims information, you must log into the secure web portal to submit your question and receive the response. Upon login, additional contact options related to PHI will be available.

The screenshot shows a web portal interface for contacting a provider representative. On the left is a sidebar titled "Contact Information" with sections for "How can we help you?", "Enter Category Details", and "How do you want to be contacted?". The main area features a list of service options, with "Contact My Provider Service Rep" and "Request a Provider Rep Visit" highlighted by red arrows. A yellow oval with the text "OR" is positioned between these two options. At the top right of the main area are "submit" and "cancel" buttons. At the bottom of the main area are two "top of page" buttons. A "Claims" link is visible in the top right corner of the main area.

Section	Item
Contact Information	How can we help you?
	Select an Item*
	Enter Category Details
	How do you want to be contacted?
	Contact Method*
	Last Name, First Name
	Phone Number, Ext
	top of page
	submit
	cancel

- Claim Status Inquiry
- Eligibility Inquiry
- Contact My Provider Service Rep
- Provider Enrollment
- Request a Provider Rep Visit
- ICD-10 Inquiry
- Favors Review Inquiry
- MAPIR Inquiry
- Web Registration
- Member ID Cards
- Member PCP Assignments
- Customer Service
- Complaint about a Provider
- Complaint about a Member
- Other Complaint
- Having a Technical Problem
- Other
- EDI Submission Problem
- Provider PIN Issue

Contact My Provider Rep Directly

(continued)

Requests Requiring PHI

NOTE: If the response to your inquiry contains protected health information (PHI) such as member or claims information, you must log into the secure web portal to submit your question and receive the response. Upon login, additional contact options related to PHI will be available.

submit

cancel

Contact Information

How can we help you?

Select an Item* Contact My Provider Service Rep ▾

Enter Category Details

How can we help you?

How do you want to be contacted?

Contact Method* Telephone ▾

Last Name, First Name

Phone Number, Ext

Contact My Provider Rep Directly

(continued)

Contact Information ?

How can we help you?
Select an Item* Contact My Provider Service Rep ▾

Enter Category Details

How can we help you?

How do you want to be contacted?
Contact Method*
E-Mail
Fax
Mail
Anonymous/No response needed
Telephone

Last Name, First Name

Phone Number, Ext

Contact My Provider Rep Directly

(continued)



Contact Information ? ⌂

How can we help you?

Select an Item* ▾

Enter Category Details

How can we help you?

How do you want to be contacted?

Contact Method* ▾


Last Name, First Name

Phone Number, Ext

Contact Us (Secure)

(continued)

The following messages were generated:

Your request has been processed. Your tracking number is 20763193. 

Providers may call the Provider Contact Center at (770) 325-9600 or toll-free at (800) 766-4456. Members may call the Member Contact Center at (770) 325-2331 or toll-free at (866) 211-0950.

Contact Information ? ↑

How can we help you?

Select an Item*

Contact My Provider Service Rep

Enter Category Details

How can we help you?

test

How do you want to be contacted?

Contact Method*

Telephone

Last Name, First Name

HP

test

Phone Number, Ext

(800)766-4456

- Please enter your Medicaid provider ID and if you know the name of your field rep.
- Please indicate your phone number and best times to reach you
- Enter your email address

Your rep has to response within 72 business hours.

Please keep track of your tracking number incase of an escalation.

Contact Us

Our Provider Services Contact Center (PSCC) can be reached at

800-766-4456

and is available 7 a.m. to 7 p.m. EST

Monday through Friday (except state holidays) to service inquiries.

IVRS Overview

800-766-4456

- Option 1 Member Eligibility
- Option 2 Claims Status
- Option 3 Payment Information
- Option 4 Provider Enrollment
- Option 5 Prior Authorization
- Option 6 GAMMIS website password reset, Pharmacy Benefits, the Nurse Aide Registry or Nurse Aide Training program, PeachCare for Kids®, EDI submission or electronic claim submission, or a system overview