



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Care Management Organization (CMO) Access



Presentation to: Medical Care Advisory Committee (MCAC)

Marvis Butler, Director, CMO Provider Services

Date: August 21, 2013



Mission

The Georgia Department of Community Health

We will provide access to affordable, quality health care to Georgians through effective planning, purchasing and oversight.

We are dedicated to a healthy Georgia.

Network Access Requirements

Section 4.8.13 of Georgia Families Contract

In addition to maintaining in its network a sufficient number of Providers to provide all services to its Members, the Contractor shall meet the following geographic access standards for all Members:

Types	Urban	Rural
Primary Care Providers	Two (2) within eight (8) miles	Two (2) within fifteen (15) miles
Specialists	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
Dental Providers	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
Dental Sub Specialty Providers	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
Hospitals	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
Mental Health Providers	One (1) within thirty (30) minutes or thirty (30) miles	One within forty-five (45) minutes or forty-five (45) miles
Pharmacies	One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles	One (1) twenty-four (24) hours a day, seven (7) days a week within fifteen (15) minutes or fifteen (15) miles



CMO PCP Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	Bartow, Carroll, Newton	Coweta, Newton	Bartow, Newton
Central	Harris, Heard, Laurens , Macon, Marion, Talbot, Taylor	Laurens	Laurens , Taylor, Troup
East	No Deficient Counties	Glascok, Taliaferro	Burke, Columbia
North	Gordon, Murray, Whitfield	Catoosa, Gordon, Morgan, Polk, Walker, Whitfield	Gordon, Habersham, Murray, Whitfield
Southeast	Bulloch , Charlton, Effingham , McIntosh , Screven	Bulloch , Camden, Charlton, Effingham , McIntosh , Ware, Wayne	Bulloch , Camden, Effingham , McIntosh , Screven, Ware
Southwest	Berrien, Clinch, Coffee , Colquitt , Mitchell, Randolph, Schley, Thomas	Coffee , Colquitt , Seminole, Thomas , Tift	Coffee , Colquitt , Echols, Lowndes, Seminole, Thomas , Tift



CMO Pediatrician Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	Coweta, Newton	Coweta, Newton	Newton
Central	Laurens , Macon, Talbot, Taylor	Laurens , Telfair	Laurens , Talbot, Taylor, Troup
East	No Deficient Counties	Glascokk, Taliaferro	Burke, Columbia
North	Gordon , Murray	Catoosa, Gordon , Morgan, Murray , Polk, Union, Walker, Whitfield	Gordon , Murray ,
Southeast	Bulloch , Charlton, Effingham, McIntosh , Screven	Bulloch , Camden, Charlton, McIntosh , Ware	Bulloch , Camden, Effingham, McIntosh , Screven, Ware
Southwest	Clay, Coffee , Lowndes, Randolph, Schley, Seminole	Clay, Coffee , Colquitt, Seminole , Thomas, Tift	Calhoun, Coffee , Colquitt, Echols, Lowndes, Seminole , Thomas



CMO Dental Provider Access Below the Required 90% Benchmark

Region	Amerigroup	Peach State	WellCare
Atlanta	No Deficient Counties	No Deficient Counties	No Deficient Counties
Central	No Deficient Counties	No Deficient Counties	No Deficient Counties
East	No Deficient Counties	Glascokk, Taliaferro	Burke, Columbia
North	No Deficient Counties	No Deficient Counties	No Deficient Counties
Southeast	Charlton	No Deficient Counties	No Deficient Counties
Southwest	Clay, Early, Quitman, Seminole	No Deficient Counties	No Deficient Counties

Zero Access to a Specialist by Plan For the Last 4 Quarters for Specific Counties

Amerigroup	Peach State Health Plan	WellCare
Endocrinology (Adults & Peds)	Allergy Immunology	Audiology
Infectious Disease (Adults & Peds)	Audiology	Dermatology (Adults & Peds)
Rheumatology (Adults & Peds)	Behavioral Health Facilities	Endocrinology (Adults & Peds)
Neonatology	Dermatology	Pediatric Dermatology
24 hour Pharmacy	Endocrinology, ENT	Infectious Disease (Adults & Peds)
Allergy/Immunology (Adults & Peds)	Infectious Disease	Rheumatology (Adults & Peds)
Dermatology (Adults & Peds)	24 hour Pharmacy	Urology (Adults & Peds)
ENT (Adults & Peds)	Rheumatology, Nephrology	Pediatric Vascular Surgery
Vascular (Adults & Peds)	Urology, Gastroenterology	
Behavioral Health Facilities	Vascular Surgery, Dialysis	
Dental Subspecialties	Dental Subspecialties	
	Hospital	



Telemedicine

Telemedicine allows CMO members in rural and underserved communities to receive greater access to specialty care. The CMOs telemedicine network allows patients in Georgia will have access to a comprehensive telemedicine network. Telemedicine reduces travel distance

- **All 3 CMOs** are contracted with the Georgia Partnership for Telehealth
- Network includes:
 - Nursing homes, school-based clinics, jails, clinics and emergency rooms.
 - 175 Specialists & health care providers

CMOs Subcontractor Contact Information

	Vision	Dental	Behavioral Health	DME	Radiology
Amerigroup	Avesis (800-231-0979) Member #: (866-522-5923)	Scion (877-408-0874) Member#: (800-608-9563)	In-House (800-454-3730) Member#: (800-600-4441)	In-House (800-454-3730) Member#: (800-600-4441)	National Imaging Assoc. (NIA) (800-642-7565)
Peach State Health Plan	Opticare (866-458-2139) Member#: (866-874-0633)	DentaQuest 800-341-8478 Member#: (866-874-0633)	Cenpatico (800-947 - 0633)	Univita (800-921-9372)	National Imaging Assoc. (NIA) (888-642-4723)
WellCare	Avesis (800-231-0979) Member#: (866-522-5923)	Avesis (800-231-0979) Member#: (866-522-5923)	In-House (800-424-5412)	In-House (866-231-1821)	CareCore Routine (866-231-1821) Advanced (888-333-8641)

CMO Contact Information

Questions about any CMO provider issues?

- Contact the specific CMO's Provider Relations department directly at:

Amerigroup

1-800-454-3730

Peach State Health Plan

1-866-874-0633

WellCare of Georgia

1-866-300-1141



DCH Provider Services

Marvis R. Butler

Director

(404) 463-1122

mabutler@dch.ga.gov

Georgia Families

Provider 's Resolution Hotline

1-888-943-5743

404-651-8363 (Atlanta Area)

helpdesk4georgiafamilies@dch.ga.gov

