



GEORGIA DEPARTMENT OF
COMMUNITY HEALTH

GEORGIA HEALTHY FAMILIES (GHF) Program Implementation Briefing

**DCH Board Meeting
September 8, 2005**

Topics

- 1. Key Implementation Activities**
- 2. Game Plan for Implementation Management**
 - Core Implementation Team (CIT)
 - External communications
- 3. Game Plan for Readiness**

1. Status of Key Implementation Activities

Major implementation milestones – GHF Stage I (Atlanta and Central regions)

➤ **Public Awareness and Outreach**

- Coordinated effort between DCH, ACS, CMOs and Maximus
- Intensive planning underway
- Campaign to be launched in mid-September

➤ **Readiness Review**

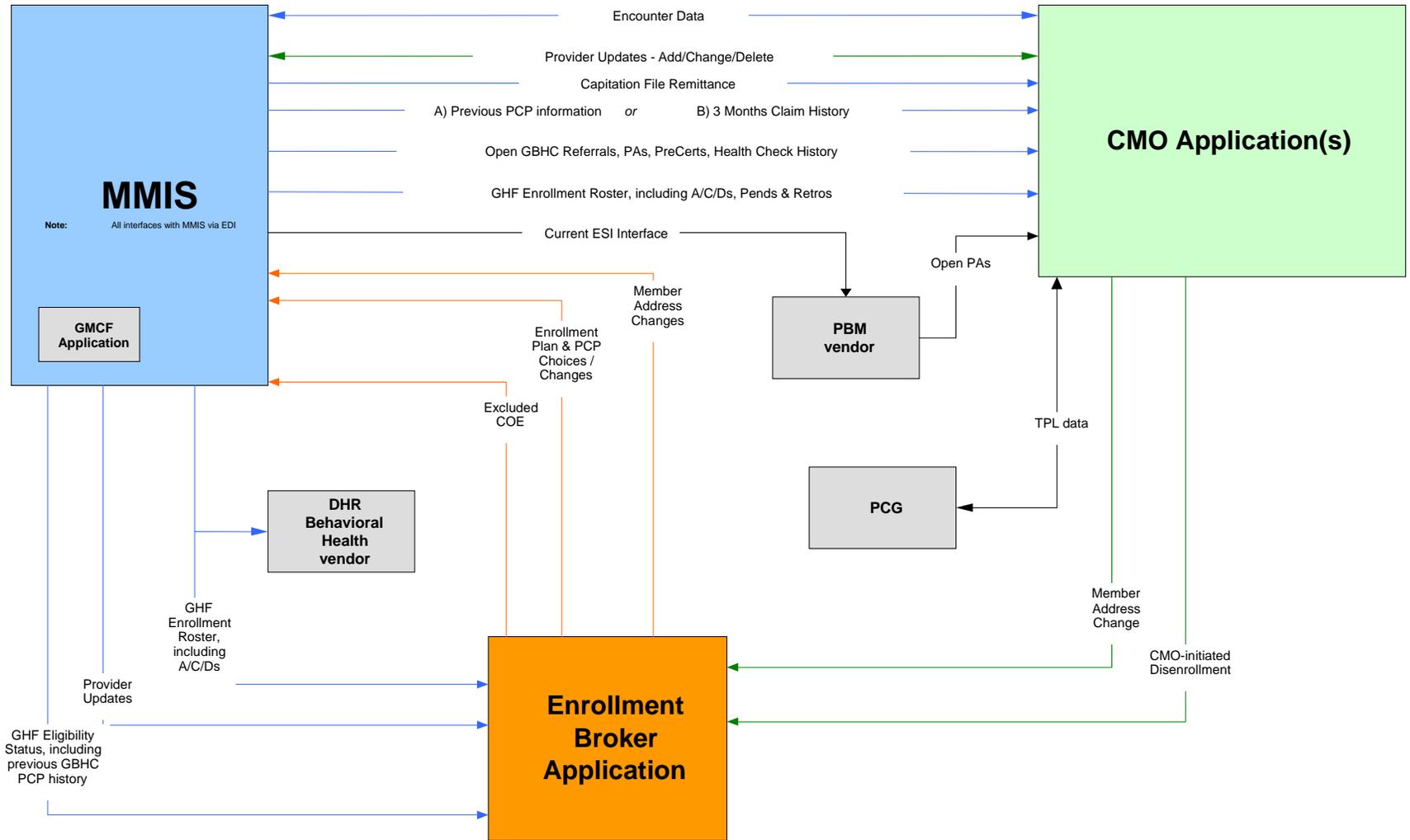
- Covers CMOs, ACS and Maximus
- Assessment of/work on contract deliverables already underway
- Assessment of information systems, management and operations to be conducted in phases

➤ **Enrollment**

- 650,000+ prospective enrollees
- Jan. '06 enrollment will begin in mid Oct. '05 and run through early Dec. '05
- CMOs will be able to interact with their Jan. '06 enrollees during December

Georgia Healthy Families Interface Requirements

All Eligibility Feeds



2. Game Plan for Implementation Management

Core Implementation Team (CIT)

➤ **Who makes up the CIT?**

- Program Executive: Kathy Driggers (Managed Care Division Director)
- *Program Implementation Management: Alicia Smith & Associates, LLC (AS&A)*
- DCH Commissioner and executive staff
- Other key staff designated by the Commissioner

➤ **What is the role of the CIT?**

- Leadership and accountability for the implementation
- Facilitate spread of information about GHF throughout DCH
- Help expedite DCH-internal work associated with the implementation of GHF
- Identification, allocation and prioritization of resources necessary to implement GHF

2. Game Plan for Implementation Management

External communications

- **Weekly meetings with CMOs**
- **Weekly meetings with Enrollment Broker**
- **Weekly meetings with Fiscal Agent**
- **Public awareness and outreach campaign**
- **Formal communications with governance bodies and media**

3. Game Plan for Readiness

- **CMO and Enrollment Broker contract deliverables**
 - Implementation plans already received and being reviewed
 - DCH, Maximus and AS&A completing work on outreach and enrollment materials
 - Other key CMO deliverables being submitted in phases (early Sep. '05, early Oct. '05)
 - Examples of other deliverables:
 - CMO provider networks
 - Policy and procedure manuals including for medical management, member services and provider services
 - Quality improvement plans

- **Ongoing work with Fiscal Agent**
 - MMIS requirements and detailed specifications
 - Changes to operations

3. Game Plan for Readiness

cont.

- **Information systems, operations and management reviews**
 - Conduct over several phases
 - Will include on-site reviews of CMO, Enrollment Broker and Fiscal Agent operations
 - Examples of what will be reviewed:
 - CMO claims payment capabilities and accuracy
 - CMO and Enrollment Broker: call center staffing levels, technology, staff training and competency, productivity
 - Enrollment Broker: outreach and enrollment facilitation capabilities, technologies, staff training and competency