



Nathan Deal, Governor

Frank W. Berry, Commissioner

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**To: All Georgia Medicaid/PeachCare for Kids Providers**

**Re: Hurricane Irma Update**

**Date: September 9, 2017**

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Due to the potential impact of Hurricane Irma, Governor Deal and the Georgia Emergency Management and Homeland Security Agency (GEMA) have declared a State of Emergency for all 159 counties throughout the State. Additionally, the Department of Health and Human Services has declared a Public Health Emergency, as authorized under section 319 of the Public Health Service Act, for the State of Florida, Georgia, and South Carolina. For more information regarding the statewide State of Emergency please click on the following link: <https://gov.georgia.gov/press-releases/2017-09-10/deal-expands-state-emergency-include-all-159-counties>.

The Georgia Department of Community Health is coordinating with the Florida Agency for Health Care Administration, to ensure that healthcare is not disrupted for Georgia and Florida residents who are forced to evacuate. In order to ensure that sufficient health care items and services are available to meet the needs of Medicaid/CHIP beneficiaries and to ensure providers are reimbursed for such items and services, the Department of Community is waiving and/or modifying certain requirements related to the Medicaid/CHIP programs. Accordingly, please review the following updates:

**Georgia Medicaid Management Information System (GAMMIS):**

At this time, the GAMMIS system is fully operational and may be utilized to verify eligibility for Georgia Medicaid/PeachCare for Kids members, as well as the customary processes such as claims submission, etc. The Department is working with the State of Florida to identify a process that will allow Georgia Providers an avenue to verify eligibility for displaced Florida residents. For information on how Georgia Providers may verify eligibility for displaced Florida Medicaid/CHIP members, please visit the Florida Agency for Health Care Administration's (AHCA) website here: [http://ahca.myflorida.com/MCHQ/Emergency\\_Activities/docs/CheckMedicaidEligibilityifyouareNotanEnrolledMedicaidProvider.pdf](http://ahca.myflorida.com/MCHQ/Emergency_Activities/docs/CheckMedicaidEligibilityifyouareNotanEnrolledMedicaidProvider.pdf)

**DXC Provider and Member Call Centers:**

Providers may utilize the Interactive Voice Response (IVR) system to verify eligibility for Georgia Medicaid/PeachCare for Kids members. Additionally, Georgia



Medicaid/PeachCare for Kids members may utilize the IVR to obtain information regarding their eligibility status.

*Providers may reach the DXC Provider Call Center by calling: 1-800-766-4456  
Members may reach the DXC Member Call Center by calling: 1-866-211-0950*

Normal Business Hours are from 8:00AM - 7:00PM, Monday through Friday, ET. In accordance with the Governor's Executive Order regarding the State of Emergency, DXC call centers will be closed on Monday, September 11, 2017 and Tuesday, September 12, 2017. The IVR system is available 24 hours per day, seven days per week, to provide information regarding eligibility status for Georgia Medicaid/PeachCare for Kids.

### **Provider Enrollment:**

An abbreviated enrollment process will be instituted for non-enrolled providers within the State of Georgia as well as out-of-state providers who are rendering services to displaced Georgia residents. Additional details regarding this process are forthcoming.

### **Non-Emergency Medical Transportation:**

Non-Emergency Medical Transportation (NEMT) will be limited, and utilized to the extent possible, for urgent transports such as Dialysis and Chemotherapy appointments. Due to the increased demand, NEMT transports as well as office visits may be rescheduled for a later date.

NEMT Brokers may be reached by utilizing the following numbers:

**Logisticare:** 1-888-224-7981

**Southeastrans:** 1-866-388-9844

### **Care Management Organizations (CMO) Updates**

#### **CMO Provider and Member Call Centers:**

The Provider and Member Call Centers for Georgia's Care Management Organizations (Amerigroup, CareSource, Peach State Health Plan, and WellCare) are operational and may be reached at the following numbers:

Members may contact the CMOs using the contact details below:

❖ **Amerigroup Community Care**

Phone: 1-800-600-4441



TDD/TTY: 711  
Web: [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)

❖ **CareSource**

Phone: 1-855-202-0729  
TDD/TTY: 1-800-255-0056  
Web: [www.caresource.com/ga](http://www.caresource.com/ga)

❖ **Peach State**

Phone: 1-800-704-1484 | Fax: 1-800-255-0056  
Georgia Relay Services Voice: 1-800-255-0135  
Georgia Relay Services TDD/TTY: 1-800-255-0056  
Web: [www.pshpgeorgia.com](http://www.pshpgeorgia.com)

❖ **WellCare**

Phone: 1-866-231-1821  
TDD/TTY: 1-877-247-6272  
Web: [www.georgia.wellcare.com](http://www.georgia.wellcare.com)

Providers may contact the CMOs using the contact details below:

❖ **Amerigroup Community Care**

Phone: 1-800-249-0442  
Web: [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)

❖ **CareSource**

Phone: 1-855-202-0729  
Web: [www.caresource.com/ga](http://www.caresource.com/ga)

❖ **Peach State**

Phone: 1-866-874-0633  
Web: [www.pshpgeorgia.com](http://www.pshpgeorgia.com)

❖ **WellCare**

Phone: 1-866-231-1821  
TDD/TTY: 1-877-247-6272  
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**Prescription Refills:**

At this time, the emergency refill edits and pharmacy lock in edits have been relaxed for those Georgia Families<sup>®</sup> and Georgia Families 360<sup>®</sup> members that have been displaced. Should you have questions regarding prescription refills, you may reach the CMOs at the numbers listed below:



## CMO Pharmacy Contact Information

Providers may contact the Pharmacy Benefit Managers for each CMO utilizing the numbers below:

- **Amerigroup Community Care**  
Express Scripts: 1-844-367-6112  
BIN: 003858 | PCN: MA | Group: WKJA
- **CareSource**  
CVS Caremark: 1-844-441-8024  
BIN: 004336 | PCN: MCAIDADV | Group: RX0835
- **Peach State**  
Evolve Pharmacy/Caremark: 1-844-297-0513  
BIN: 004336 | PCN: MCAIDADV | Group: RX5439
- **WellCare**  
CVS/Caremark  
Medicaid/PeachCare for Kids: 1-866-231-1821  
BIN: 004336 | PCN: MCAIDADV | Group: 726257  
  
Planning for Healthy Babies (P4HB): 1-877-379-0020  
BIN: 004336 | PCN: MCAIDADV | Group: 736257

## Prior Authorizations:

At this time, certain prior authorization requirements have been relaxed for those Georgia Families<sup>®</sup> and Georgia Families 360<sup>®</sup> members that have been displaced. All requirements for Prior Authorizations, Referrals, notifications, or medical necessity review requirements are relaxed for urgent and non-urgent medically necessary services, equipment, and supplies for evacuees and displaced members impacted by Hurricane Irma. This applies to dates of service beginning September 8, 2017 through the duration of the Governor's state of emergency proclamation. For all members who are currently receiving non-urgent medically necessary services, equipment, and supplies, the existing authorizations will be extended during the state of emergency declaration. Should you have additional questions regarding prior authorizations, you may reach the CMOs at the numbers listed below:

Providers may contact the CMOs using the contact details below:

- ❖ **Amerigroup Community Care**  
Phone: 1-800-249-0442  
Web: [www.myamerigroup.com/GA](http://www.myamerigroup.com/GA)
- ❖ **CareSource**  
Phone: 1-855-202-0729  
Web: [www.caresource.com/ga](http://www.caresource.com/ga)



**GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH**

❖ **Peach State**

Phone: 1-866-874-0633

Web: [www.pshpgeorgia.com](http://www.pshpgeorgia.com)

❖ **WellCare**

Phone: 1-866-231-1821

TDD/TTY: 1-877-247-6272

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As always, we thank you for your participation in the Georgia Medicaid/PeachCare for Kids program.