Frequently Asked Questions about Georgia Families

Q: What is Georgia Families?

A: Georgia Families (GF) is a partnership between the Department of Community Health and private health plans (also called "care management organizations" or "CMOs") to provide health care services to Medicaid and PeachCare for Kids™ members.

You will continue to maintain your eligibility and enrollment through Medicaid or PeachCare for Kids™ and the health plans in your region will work with Medicaid and PeachCare for Kids™ to provide services to you.

Q: Who is eligible for Georgia Families?

A: Georgia Families provides health care services to children enrolled in PeachCare for Kids™ and certain children, pregnant women and women with breast or cervical cancer on Medicaid. Children in foster care will not be enrolled in Georgia Families.

Specific AID category information is provided below.

Included Populations	Excluded Populations
PeachCare for Kids™	Foster Care
Low Income Medicaid	Aged, Blind and Disabled
Right From the Start Medicaid	Nursing home
Breast and Cervical Cancer	Long-term care

Q: Will my benefits change?

A: You and/or your children will continue to receive the same benefits that you currently have with Medicaid/PeachCare for Kids™. The health plans also offer additional benefits than you currently receive through Medicaid/PeachCare for Kids™. To find out about the health plans and benefits, call Georgia Families at 1-888-423-6765.

Q: What will be different to me?

A: You will now receive care through a private health plan and you will be able to choose the plan and primary care provider that's best for you. By being a part of a health care network, you have access to a variety of specialists, facilities and programs. You will get a new identification card and need to make sure that you call the doctor listed on the front when you need care. This doctor is your primary care physician.

Q: Will I be automatically enrolled in Georgia Families?

A: While most members are required to participate in Georgia Families, you do have a choice of health plans. Members will receive a letter from GF with information about what you need to do, including calling GF to select a health plan and primary care physician (PCP) for your family members who are enrolled in Medicaid or PeachCare for Kids™. *(Continued on next page)*

Georgia Families will help members pick the health plan that works best for their family. If members do not select a plan, Georgia Families will select a health plan for them.

The Department of Community Health contracts with three CMOs: Amerigroup Community Care, PeachCare for Kids™ Health Plan and WellCare. You may contact Georgia Families for assistance in your decision.

If you did not select a health plan, Georgia Families tried to match you to a plan and doctor you or a member of your family has seen before. You should have received an identification card from your health plan. If you did not receive a card, you need to call Georgia Families at 1-888-423-6765.

Q: When will I be enrolled in Georgia Families?

A: Health plans and primary care providers can be selected by calling a Georgia Families representative at 1-888-GA-ENROLL (423-6765) or by visiting www.georgia-families.com.

Only Children enrolled in PeachCare for Kids™ and children, pregnant women and women with breast or cervical cancer on Medicaid are eligible to participate in Georgia Families. Members will continue to maintain eligibility and enrollment through Medicaid or PeachCare for Kids™.

For the purposes of co-ordination and planning, DCH has divided the state, by county, into six (6) service regions.

Atlanta:
Barrow, Bartow, Butts,Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas,
Fayette, Forsyth, Fulton, Gwinnett, Haralson, Henry, Jasper, Newton, Paulding, Pickens,
Rockdale, Spalding, Walton
Central:
Baldwin, Bibb, Bleckley, Chattahoochee, Crawford, Crisp, Dodge, Dooly, Harris,
Heard, Houston, Johnson, Jones, Lamar, Laurens, Macon, Marion, Meriwether, Monroe,
Muscogee, Peach, Pike, Pulaski, Talbot, Taylor, Telfair, Treutlen, Troup, Twiggs, Upson,
Wheeler, Wilcox, Wilkinson
East:
Burke, Columbia, Emanuel, Glascock, Greene, Hancock, Jefferson, Jenkins, Lincoln,
McDuffie, Putnam, Richmond, Taliaferro, Warren, Washington, Wilkes

North:
Banks, Catoosa, Chattooga, Clarke, Dade, Dawson, Elbert, Fannin, Floyd, Franklin,
Gilmer, Gordon, Habersham, Hall, Hart, Jackson, Lumpkin, Madison, Morgan, Murray,
Oconee, Oglethorpe, Polk, Rabun, Stephens, Towns, Union, Walker, White, Whitfield
Southeast:
Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Candler, Charlton, Chatham,
Effingham, Evans, Glynn, Jeff Davis, Liberty, Long, McIntosh, Montgomery, Pierce,
Screven, Tattnall, Toombs, Ware, Wayne
Southwest:
Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Clay, Clinch, Coffee, Colquitt,
Cook, Decatur, Dougherty, Early, Echols, Grady, Irwin, Lanier, Lee, Lowndes, Miller,
Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Tift,
Turner, Webster, Worth

Q: What if I want to change health plans?
A: If you want to ask about changing your health plan, you need to call Georgia Families at 1-888-423-6765.

Q: What if I want to change doctors?
A: If you want to ask about changing your primary care provider, you need to call your health plan. Their number is on your identification card.

Amerigroup RealSolutions in healthcare	800-600-4441	www.myamerigroup.com
Peach State Health Plan.	800-704-1484	www.pshpgeorgia.com
WellCare of Georgia. Inc.	866-231-1821	georgia.wellcare.com

Q: How often can I change my PCP?

Amerigroup Community Care	Anytime
Peach State Health Plan	You can change your PCP 3 times within the first 90 days of enrollment. On your 90th day, you are locked into that PCP for 6 months.
WellCare of Georgia	Anytime

Q: Once I change my PCP how long does it take for the new PCP to be assigned?

Amerigroup Community Care	Next business day
Peach State Health Plan	The 1st of the month following the month of signup
WellCare of Georgia	If the change is made within the first 90 days of a member's enrollment, the PCP will be changed the next business day. If the member has been with the plan for 90 days or longer, the PCP will be changed on the 10th of the following month.

Q: Will members have to pay (more) for Georgia Families?
A: Members will not have to pay more than they are currently paying for Medicaid co-payments or PeachCare for Kids™ premiums.

Q: Will Georgia Families members get a new identification card?
A: Once eligible members enroll in Georgia Families, they will receive an identification card from the CMO. This card will list important information, including the name of the member's Primary Care Physician (PCP), the provider they must call first when they need care, unless it is a medical emergency. When members get this card in the mail, they need to read it and make sure that it is the plan and PCP they selected. Members should not throw their current Medicaid or PeachCare card away, but they should carry both cards with them and show them to the doctor's office when they receive care.

Q: Who can members call for more information (re: plan, providers, enrolling, doctors)?
A: Georgia Families representatives are available to answer any questions about the program and to help members select a plan and primary care physician (PCP) by calling 1-888-GA-ENROLL (423-6765) toll-free or visiting www.georgia-families.com.