



Georgia Families 360SM Navigating the Transition to Amerigroup

Caretaker Orientation



Who is Amerigroup Georgia?

- Incorporated as **AMGP GEORGIA MANAGED CARE COMPANY, INC.** Wholly owned subsidiary of WellPoint, Inc.
- Amerigroup is a part of the **Georgia Families Medicaid** program administered by the **Georgia Department of Community Health (DCH)**. DCH is Georgia's **Medicaid** authority.
- Amerigroup was chosen to be the single statewide care management organization (CMO) for the youth in the **Georgia Families 360°_{SM}** program.
 - **Georgia Families 360°_{SM}** is staffed separately from general Amerigroup CMO employees.

Why is there a Transition?

- The **Department of Community Health (DCH)** analyzed redesign options for managing the care of youth in **Medicaid**.
- **DCH** identified a need for enhanced care coordination and service integration for children in foster care and receiving adoption assistance, and youth in **DJJ** custody who reside in community residential facilities.
- **Georgia Families 360°_{SM}** was created to address this need and a single CMO, **Amerigroup**, was chosen to take on this task. The goals for this are to:
 - Enhance the coordination and continuity of care and access to services
 - Improve health outcomes
 - Develop and utilize electronic medical records

Program Overview

- **Amerigroup** will coordinate care *and* benefits
- Same Medicaid benefits
 - Based on **WellPoint Medical Necessity** (available online)
- **Adoption Assistance** members can opt out within the first 90 days of enrollment (remains in program for one year after period)
 - Members in foster care/juvenile justice cannot opt out
- Approximately 24,000 members:
 - **DFCS Foster Children** (~8,500)
 - **Adoption Assistance** (~13,000)
 - **Department of Juvenile Justice (DJJ)** (~250-500)
- 50% in Atlanta metro – 50% over rest of the state

Georgia Families 360°SM

Main Goals

- Focused integration of care on the physical, behavioral health, and dental needs of Georgia's children in foster care, receiving adoption assistance, and in juvenile justice community residential programs
- Improve health and well-being outcomes



What's Different?

- Electronic Medical Records
- Care Coordination Team
- 24/7 Intake Line for members only
- Psychotropic Medication Oversight
- Standardized reporting and monitoring of health outcomes and key performance indicators
- Ombudsman for member advocacy



Value-Added Benefits

- **FREE Boys & Girls Clubs Membership Statewide** – (not summer camp)
- **FREE Girl Scout Membership Statewide** – plus free journey books for girls K-5th
- **FREE Weight Watchers[®] Meetings** – qualified members 10 and older
- **24-hour Nurse HelpLine** – available 24/7 and in many languages
- **FREE Power Zone Program[®]** – Our program provides information on exercise, making healthy choices and more for eligible children



Value-Added Benefits (cont'd)

- **FREE Over-the-Counter Medicine**
– certain doctor-prescribed items
- **FREE Entertainment® Discount Coupons**
- **Being Healthy Brings Rewards Program** – eligible members who complete preventive services are entered into drawings to win prizes
- **Easy Website Access** – can change doctors, personal information, find community events and order new ID cards



What is Staying the Same?

Amerigroup works in partnership with DFCS and DJJ state agency staff.*

State agency staff will continue to make decisions regarding:

- Medical Care
- Placements
- Safety Issues
- Medication
- Transportation
- Service Choices

* For children in foster care or juvenile justice.



Improving Health Outcomes



Early Periodic Screening, Diagnosis and Treatment EPSDT Checks (aka Health Check)

Early	Identifying problems early, starting at birth
Periodic	Checking children's health at periodic, age-appropriate intervals
Screening	Doing physical, mental, developmental, dental, hearing, vision and other screening tests to detect potential problems
Diagnosis	Performing diagnostic tests to follow up when a risk is identified
Treatment	Treating the problems found

Health Check (cont'd)

EPSDT Checks include:

- Health and developmental history
- Physical examination
- Immunizations appropriate to age and health history
- Assessment of mental/behavioral health
- Family planning services and adolescent maternity care
- TB risk review and skin test
- Nutrition review
- Vision and hearing screening
- Dental referrals

Dental Home

- As part of the regular health check visits, your child will have his or her teeth and gums checked by their primary care dentist.
- At age 3, your child should be seeing a dentist every six months.
- Your child does not need a referral for dental care benefits and no copay is needed for dental visits. Dental benefits include:
 - Exam and cleaning every six months
 - X-ray every six months
 - Fillings, extractions and other treatment as medically necessary

Health Risk Screening (HRS)

- HRS is the initial tool used to determine health care needs. HRS help us develop the best plan to meet your child's health needs.
- The initial Health Risk Screening is available to complete at **www.myamerigroup.com**. Please complete the HRS for your child if you have not already done so.
- Please download and answer all the questions on the HRS as best you can. When you've completed the form, save it and email it back to **Amerigroup** at **gf360@amerigroup.com**.

Taking Care Of Baby and Me®

This program offers support for mothers who are going to have or just had a baby. With this program, you will get:

- Fast answers to your health questions when you call the 24-hour **Nurse HelpLine** at **1-800-600-4441**
- A special gift when you go to a prenatal checkup
- A pregnancy book that shows you easy ways to take care of yourself

How the Process Works



Georgia Families 360° Intake Line

The Amerigroup Intake Line is a centralized information hub that can be reached for a variety of member needs.



Georgia Families 360° Intake Line (cont'd)

- Available 24/7/365 (includes holidays)
- For Georgia Families 360° members only – staffed here in Georgia by nonclinical Case Specialists
- Not for providers or noncustodial caretakers
- Language line is available for non-English speakers
- Not a crisis line



Online Assistance

- Member ID cards can be accessed online using the Amerigroup ID.*
- All basic functions (changing a PCP, locating a dentist, etc.) that are available via the Intake Line are also accessible through the Amerigroup member website.
- Anyone can research available PCPs, PCDs or providers through the Amerigroup member website.
- Only authorized personnel can make changes to that information through the member portal or the intake line.

* www.myamerigroup.com

Care Coordination Teams



What is a Care Coordinator?

- Every youth in the **Georgia Families 360°_{SM}** program will be assigned to a **Regional Care Coordination Team** with a specified **Care Coordinator**.
- Regional teams are assigned based on county of custody/residence for youth.
- **Care Coordinators** partner with families to identify gaps in health care-related needs for the child and help find services to address those gaps.

What does an Amerigroup Care Coordinator do?

- **Care Coordinators** address gaps in the care of youth for both physical and behavioral health.
- All youth will have an individualized care plan that will address their identified physical and behavioral health needs.
- **Care Coordinators** educate families and team members about the service needs of youth.

Other Program Information

- Medication Management
- Ombudsman
- Important Contact Information

Psychotropic Medication Management

- Every youth with one or more psychotropic medication prescription will have their meds reviewed by **Georgia Families 360°_{SM}** Medical Director or pharmacy review team.
- Goal is to ensure evidence-based medication guidelines are followed for youth and that the medication is appropriate for the identified diagnosis.

Ombudsman Role

- The **Amerigroup Ombudsman Office** provides confidential, impartial assistance to members, their representatives and caregivers of **Georgia Families 360°_{SM}** who are experiencing health care-related issues.
- We also work with advocacy groups and state agencies to discuss trends and issues within the community.

Contact Information

- **Intake Line** (not for providers)
 - 1-855-661-2021
- **Ombudsman**
 - 1-855-558-1436 (phone)
 - 1-888-375-5067 (fax)
 - helpOMB@amerigroup.com (email)
- **General Information**
 - www.myamerigroup.com
- **General Questions**
 - gf360@amerigroup.com
- **Education/Training Requests**
 - ga360trng@amerigroup.com

Questions?

