PART II

POLICIES AND PROCEDURES

for

GEORGIA PEDIATRIC PROGRAM (GAPP)

IN-HOME NURSING



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

DIVISION OF MEDICAID

Revised: January 1, 2023

Georgia Pediatric Program (GAPP) Manual

Policy Revisions Record
Part II Policies and Procedures Manual for GAPP Services

REVISION DATE	SECTION	REVISION DESCRIPTION	REVISION TYPE	CITATION
			(A)=Added (**D)**=Deleted **(M)**=Modified	(Revision required by Regulation, Legislation, etc.)
04/01/2019	Chapter 800		Clarified the requirements for submission of a short-term prior approval request.	
04/01/2019	Chapter 600		Attendance requirements for GAPP provider teleconferences	
07/01/2019	Chapter 600	Section 601.1	Autism Spectrum Disorder Program	
07/01/2019	Chapter 800	Section 801.2A	Removed reference to private insurance	
07/01/2019	Chapter 800	Section 802	Reminder that only physician can sign the Appendix I and PPOT	
07/01/2019	Chapter 800	Section 802-LON	Clarified that if two providers are sharing the member hours, make a notation why member file has copied documentation	
07/01/2019	Chapter 800	Section 803A	Clarified that member will only get a certified letter if the requested hours have not been approved.	
07/01/2019	Chapter 800	Section 803.2	Removed requirement to submit primary, insurance benefits pages. Added reference to Part I requirements for TPL.	
07/01/2019	Chapter 900	Section 905.11	Changed requirement to Appendix J – Letter of Understanding is only required annually.	
07/01/2019	Appendix 1a		Removed requirement to require submission of member's benefits pages.	
07/01/2019	Appendix S		Removed requirement to attach primary insurance benefits.	
07/01/2019	Chapter 800	Prior Approval	Modified the length of GAPP prior approvals.	
10/01/2019	Page VIII - 2	Chapter 800	Effective October 1, 2019, PA's will be approved for medical necessity to provide skilled nursing and personal care support	
10/01/2019	Page VIII – 9	Chapter 800	Effective October 1, 2019 – If a member desires to transfer to another agency, please complete the "Transfer and Sign Form." See Appendix W	
09/01/2019	Page VIII – II	Chapter 800	Agency must share information at time of transfer	
09/01/2019	Appendix W		Updated "Transfer Request Form" to have parent/guardian signature allow transfer of document	
09/01/2019	Appendix X		Developed "Shared Hours Request Form" to allow for sharing of documents	
10/01/2019	Appendix Y		Added Generic PPOT for optional use	
10/01/2019	Chapter VIII	Page 5	Removed requirement to request holiday hours	

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10/01/2019	Chapter VIII	Page 5	Removed requirement to request holiday hours	
01/01/2020	Appendix S	Page VIII – 4	Clarified that both skilled nursing notes and personal care support activities must be documented	
01/01/2020	Appendix @	Page VIII – 109	Clarified Transfer process of member within the same agency and transfer to another agency	
01/01/2020	Section 905.8		New requirements for LPN and Aide Supervision	
04/01/2020	Chapter 800	Page VIII-9	SOC date becomes the date of the LON	
04/01/2020	Chapter 800 803.2B	Page VIII – 14	Change requests for additional hours must submit an updated App I -**OR**- an updated, signed PPOT	
07/01/2020	Appendix I	Page 3	Removed Appendix I. Document no longer required	
07/01/2020	Appendix Z	Page 3	Added Caregiver Attestation Form	
07/01/2020	Appendix AA	Page 3	Added Seizure Observation Log	
07/01/2020	Chapter 600	Section 602	Providers missing more than 2 GAPP Provider Teleconference calls are subject to adverse action	
07/01/2020	Chapter 600	Section Reports	Appendix D must be submitted no later than the end of the month when discharging a member	
07/01/2020	Chapter 600	Section A	Added paragraph stating members can share hours between two GAPP agencies	
07/01/2020	Chapter 800	Section 801	Added that Alliant MRT has discretion regarding the approval periods for a PA	
07/01/2020	Chapter 800	Section 802 L	Allow Providers to send either hospital discharge summary or hospital progress notes for members hospitalized greater than 30 days	
07/01/2020	Chapter 800	Section 803 C	Clarified that caregiver receives adverse action letter by Certified Mail	
07/01/2020	Chapter 800	Transfer of PA	Clarified that the App. W – Transfer Request Form can be attached to the DMA6A or DMA 80	
07/01/2020	Chapter 800	Transfer of PA	Removed Appendix I from required documentation	
07/01/2020	Chapter 800	Page VIII – 10	Clarified that Providers need to notify caregivers of the Transfer Policy and ability to share PA's	
07/01/2020	Chapter 800	Page VIII – 10	Providers must notify Alliant and DCH if they cannot provide approved hours	

REVISIONDATE	SECTION	REVISION DESCRIPTION	REVISION TYPE (A)=Added (D)=Deleted (M)=Modified	CITATION (Revisionrequiredby Regulation,Legislation,
07/01/2020	Chapter 800	Page VII – 11	Transferring agency must send PPOT to the receiving Provider	
07/01/2020	Chapter 900	Section IV	Providers must provide attestation that new employees have read GAPP policy	
07/01/2020	Chapter 900	Section 905.2c	Providers may us Appendix Y as their PPOT	
07/01/2020	Chapter 900	Section 905.3	Providers may use Appendix AA as a generic Seizure log	
07/01/2020	Appendix I		Removed requirement to submit Appendix I	
07/01/2020	Appendix K		Removed Providers enrollment requirements to meet ADA requirements	
07/01/2020	Appendix S		Added requirement to submit Appendix W & Y (Shared hours and Transfer Form)	
07/01/2020	Appendix Z		Added Appendix Z as the Caregiver Attestation Form for shared hours and transfers	
07/01/2020	Appendix		Added Seizure Observation hours	
10/01/2020	Chapter 800	Section 803.2B	Change in a member's status must be reported to the Alliant MRT within (five) 5 days.	
10/01/2020	Chapter 700	Section 703	Clarification that physicians are not required to complete and sign the DMA 6A	
01/01/2021	All		Changed DXC references to Gainwell Technologies	
01/01/2021	All		All pages updated as 1/1/2021	
04/01/2021	All		All pages updated as 4/1/2021	
04/01/2021	Appendix H		Added updated Appendix for Non-Emergency Medical Transportation	
04/01/2021	Chapter 600	Section 602	GAPP Provider Teleconferences changed to quarterly meetings; i.e., January, April, October, October.	
07/01/2021	All		Cover Page and all pages changed to January 1, 2023	
07/01/2021	Appendix N		New Appendix N (Georgia Families)	
10/01/2021	All		Narrative Page 5 – Notes are now optional	
01/01/2022	All		There were No Changes made to the January 2022 GAPP Manual except the Title page	
04/01/2022	ALL		There were No Changes made to the April 2022 GAPP Manual except Title page	
07/01/2022	Appendix C		Updated GAPP provider rate increases	

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10/01/2022	Vlll-3	PPOT	Added that the PPOT must be signed and dated within 30 calendar days of the completed PPOT.	
10/01/2022	Vlll-3	Member Supplemental Information (App la)	Added clarification that the Appendix la does not replace the PPOT.	
10/01/2022	Vlll-6	802 B	Clarified that PSS notes should include documentation of tasks performed.	
10/01/2022	Vlll-10	Transfers	Clarified that the transferring agency must provide the new agency with the member's PPOT.	
10/01/2022	Vlll-11	Transfer Instructions	Added that the receiving agency must have a supervisory visit within the first month of service.	
10/01/2022	Vlll-14	803.2B	Clarified that if providers are submitting progress notes from the hospital that it must show the number of hours and services requested.	
10/01/2022	Vlll-17		Clarified that a change request should not be submitted during the reconsideration period.	
10/01/2022	IX-1	Services by an RN	Added that the supervisory visit must be performed at least monthly, but not less than 20 days apart or every **two weeks.**	
10/01/2022	IX-2 IX-3	Section II	Added that supervision of PSS aides and/or LPN's should be co-signed and dated by the RN/LPN within 10 business days.	
10/01/2022	IX-7	General Staff Training and Orientation	Added that employee training record must indicate the name of course, time spent and/or time credited for course, date completed and employee and supervisory **signatures.**	
10/01/2022	IX-9	Clinical Notes	Added that a case task list/service record form (daily activity checklist/summary) of daily ADL tasks is required for on-going PSS services. The care task list/service record form is to be initialed by by the member representative and PSS aide on each date of service and signed weekly or bi-weekly by the member representative and PSS aide.	
10/01/2022	IX-9	Provider Nursing Care Plan	Added that the nursing care plan is required for both skilled nursing and PSS services.	
10/01/2022	IX-10	Teaching Plan/Caregiver Skills Checklist	Clarified that a teaching plan is required for skilled **nursing services.**	

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10/01/2022	IX-10	Teaching Plan/Caregiver Skills Checklist	Clarified that a teaching plan is required for skilled **nursing services.**	
10/01/2022	IX-11	Supervisory Assessments	Clarified that agency-to-agency transfers require a face-to-face supervisory visit within the first 30 days of the transfer to the receiving	
10/01/2022	X-2	Billing	Updated that the agency must maintain records of both Medicaid and Private Pay patients for a minimum of five(5) years.	
10/01/2022	S-1	Appendix S	Clarified and updated what is required for a complete packet to be submitted for Medical Review.	
01/01/2023		Appendix Y	All Providers must use the Appendix Y as the PPOT	
01/01/2023		Caregiver Competency Checklist (CCC)	Clarified that a CCC is not required for PSS only, but must be provided for any skilled needs.	
01/01/2023		GAPP Provider Teleconferences	Effective 1/1/2023, GAPP Provider Teleconferences will be held every other month starting in January.	
01/01/2023		TPL and Medicaid Billing	Clarify that all Medicaid Providers must be aware of and understand the Medicaid Part I, Secondary Claims and Billing Manuals.	

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PART II – CHAPTER 600
CHAPTER 600 OVERVIEW

601 Introduction to the Georgia Pediatric Program(GAPP)–In-Home Nursing

The Georgia Pediatric Program (GAPP) was implemented in August 2002. Medicaid's In-Home Nursing program is designed to serve eligible members based on a medical medical necessity determination(s) for children under the age of 20 years 11 months. Eligible members age out of the GAPP program on their 21st birthday. Members must require medically necessary nursing care and/or personal care support services to be considered for services in the Georgia Pediatric Program. Members seeking services through GAPP's In-Home Nursing Program are no longer required to meet the same level of care as for admission to a hospital or skilled nursing facility. Members seeking services through GAPP's In-Home Nursing Program must have medically necessary nursing and/or personal care support needs for services to be approved.

Failure to comply with GAPP Policies and Procedures contained in this manual may result in a recovery of payment made to the provider in accordance with Part I, Policies and Procedures Manual for Medicaid/PeachCare for Kids, Chapter 400.

601.1 Goals of the Georgia Pediatric Program (GAPP) – In-Home Skilled Nursing

The Georgia Pediatric Program (GAPP) is a member-oriented program, with the following goals:

1. To provide skilled nursing care and / or personal care support based on medical necessity to medically fragile children under the age of twenty years 11 months. Caregivers must be knowledgeable and competent in the care of the child.

2. To provide quality services, consistent with the medically necessary needs of individual child. All services must be accompanied by a physician's order.

3. To involve the physician and child's caregiver(s) or representative(s) in the provision of the child's care.

4. To demonstrate compassion for the members by treating the children and caregivers with dignity and respect while providing quality services in the home setting.

NOTE: Members with Autism should access Medicaid's Autism Spectrum Disorders Program – See www.https://medicaid.georgia.gov/autism spectrum disorder.

601.2 Structures and Administration of the Georgia Pediatric Program(GAPP)

Services under Georgia Pediatric Program (GAPP) are provided with the cooperation of the following state and local public agencies and businesses:

A. The Department of Community Health is responsible for the overall coordination, administration, and quality assurance of the program. The Department is responsible for the enrollment and reimbursement to providers for services provided to those eligible members who have applied and been approved for the GAPP. Utilization reviews will be conducted of enrolled providers to assure that only authorized and appropriate Georgia Pediatric Program (GAPP) providers deliver services to the children.

B. Alliant Health Solutions is under contract with the Department of Community Health to review applications for admission and continued stay in the GAPP Program. Enrollment in the program is based on medical necessity and the need for skilled nursing and/or personal care support services.

C. Member applications are reviewed to determine medical necessity and the need for skilled nursing and/or personal care support as required for enrollment in the GAPP program. The presence of medically necessary needs is required for admission into the GAPP. The primary care physician, or any of the member's physicians develops the child's initial plan of care. The Alliant Health Solutions Medical Review Team reviews prior approvals determines the appropriateness of services, and makes approval or denial determinations.

NOTE:

- Nursing Agency – denotes Home Health Care and Private Nursing Agencies

- Caregiver – a member's primary and/or emergency contact. The individual named as emergency contact must be identified by name and with telephone(s) contact information should the agency be unable to reach the primary caregiver(s). The emergency contact must be aware of his/her status and be prepared to act in his capacity.

- Guardian or Representative – In the case of a foster care member, the legal representative must be a DFCS County supervisor or other DFCS designee.

D. The Department of Family and Children Services (DFCS) of the Department of Human Services determines Medicaid eligibility.

E. The member's physician familiar with the specific health and service needs of member will provide the required medical information to the hospital discharge planning staff or nursing agency for submission to Alliant Health Solutions Medicaid Review team.

F. Service providers enrolled in GAPP deliver services to the member as ordered by the physician. The nursing agency develops the nursing plan of care according to the physician's orders (PPOT).

G. The Georgia Pediatric Program (GAPP) Policies and Procedures Manual defines standard policies and procedures for services provided in the program. All enrolled providers must adhere to the requirements as outlined in this manual.

601.3 Services of the Georgia Pediatric Program(GAPP)–In-Home Nursing

The Georgia Pediatric Program (GAPP) offers the following services described below. Qualified providers are required to enroll each office separately in the In-Home Nursing Care (Medicaid Category of Service 971).

Services are provided in the member's home. Services cannot be rendered in a hospital, skilled nursing facility, private schools, or any other similar institution. Question regarding non-duplicative services can be directed to the GAPP Program Specialist @ scollins@dch.ga.gov.

A. In-Home Skilled Nursing Services

Skilled nursing care is provided in the home. Effective August 1, 2016, nurses caring for GAPP members must have the experience necessary to provide care for the medically fragile members to whom they are assigned.

B. Personal Care Support Personnel

Personal care support personnel provide care to eligible GAPP members such as feeding, bathing, dressing, personal hygiene, preparation of meals, light housekeeping, around the members personal space, assisting with mobility & ambulation and other services that must be rendered in accordance with the member's plan of care.

C. Documentation of Qualified Staff

The GAPP provider agency will notify DCH of newly hired nursing staff by providing a resume showing the provider's experience in caring for patients with special health care needs along with the required documentation of CPR along with attestation that new hire has read and understands GAPP Policy.

602 Conditions of Participation for GAPP Providers

General Conditions

In addition to the general conditions of participation to all Medicaid providers, the Georgia Pediatric Program (GAPP) providers must meet the following conditions at the time of initial enrollment and demonstrate continued compliance.

A Certificate of Need (CON) is not required to provide service to GAPP members with medically fragile medical conditions or with medically complex diagnoses.

Attendance Requirements for the GAPP Provider Teleconferences

Effective 4/1/2021 attendance at the GAPP Provider Teleconferences is considered imperative and each provider agency should have at least one representative on each call. GAPP agencies and their personnel are responsible for the contents of the teleconferences.

Effective 4/1/2021 Teleconferences are scheduled to be held quarterly, i.e. January, April, October, October. An announcement will be forwarded prior to each meeting with the call-in information. Effective 1/1/23, teleconferences will be held every other month.

The requirement is that e-mail notification of an agencies' personnel attendance is required within 24 hours of each meeting. Send notification of attendees to scollins@dch.ga.gov.

Effective April 1, 2021, failure to comply with the requirements of the GAPP provider teleconference attendance will be seen as a policy violation and will result in disciplinary action. Providers missing more than two GAPP provider teleconferences within a calendar year will be seen in violation of policy and subject to disciplinary action.

A. Legal Rights to Perform Business in the State of Georgia

1. Authorization Document – The service provider is required to provide copied of the current business license or other proof of legal authorization to conduct business in the State of Georgia and be currently licensed in accordance with state law through the Office of Regulatory Services. A copy of the business license and/or state license must be submitted to the Department upon application for enrollment.

2. Licensure – The state law requires licensure of the private homecare or home health agency; the service provider must submit proof of licensure to the Department with the application to become a provider. The service provider must post current licensure in a conspicuous location open to the public view.

B. **Compliance with Rules and Regulations**

The provider must comply with Part I of the Policies and Procedures and Part II of the Policies and Procedures Manual for Georgia Pediatric Program (GAPP) with all applicable federal, state and local laws, rules, and regulations.

Neither the provider nor its owner(s) or management may currently be under suspension from delivering services in any Medicaid program. In addition, the service provider must have had no deficiencies within the past three (3) years from any licensing, funding or regulatory entity required/associated with enrollment in any Medicaid funded services or with the provision of any related business, unless all such deficiencies have been corrected to the satisfaction of the imposing entity.

C. **Disclosure Ownership**

The service provider must disclose, in writing, the names and social security numbers of all persons with direct or in-direct ownership interest of five percent or more. If any provider knowingly fails to disclose all requested information, enrollment will not be approved by the Department. Providers submitting such an application will not be allowed to further pursue enrollment for six (6) months after the application is denied. If at any time following enrollment, a provider is found to have falsified or knowingly failed to disclose application information, the Department has the right to terminate that provider from the Georgia Pediatric Program (GAPP).

D. **Reports**

Georgia Pediatric Program (GAPP)) service providers must provide Discharge Reports (Appendix D) to the Alliant Health Solutions medical review unit as the GAPP discharges occur or when requested. The Appendix D should be submitted no later than the end of the month that they are providing services to the members.

E. **Written Member Care Policies and Procedures(October.2015)**

The service provider must have written member care policies and procedures, which are reviewed at least annually and address at a minimum:

1. Scope of services offered;
2. Admission and discharge criteria;
3. Supervision of services;
4. Care of GAPP members in emergency;
5. Clinical records management, including progress note and retention of records;

6. Administrative/Personnel records and supervision to include continuing education and ongoing competency for providing GAPP services;

7. Use and maintenance of supplies and equipment (if applicable); and

8. Coordination of GAPP member's care with physicians and nursing agency case managers.

Contracted Services

Enrolled GAPP providers must maintain adequate and appropriate staffing to render the approved services but may contract with other entities to provide staff relief. Such contracts must be maintained in the provider's office and must reflect the enrolled provider's total administrative, professional, supervisory, and billing responsibility. Providers must maintain the stipulation that the persons delivering services must meet minimum staff requirements.

602.2 A Subcontracting

Providers may subcontract for the provision of services as long as the subcontract contains, at a minimum, the following elements:

1. Names of all parties entering into the subcontract.

2. A stipulation requiring subcontractors to perform in accordance with all conditions of participation which pertain to the service purchased under subcontract.

3. A stipulation requiring contractor agency to maintain responsibility for and assure the subcontractor's performance of administrative, supervisory, professional, and service delivery responsibilities relative to meeting all requirements of the Georgia Pediatric Program (GAPP).

4. A stipulation that the subcontractor will comply with local, state and federal laws, rules and regulations and will adhere to Georgia Pediatric Program (GAPP) policies and procedures as they now exist or may hereafter be amended.

5. A stipulation that the person delivering services meet the staff requirements for the Georgia Pediatric Program (GAPP) services to be provided.

6. A stipulation that the subcontractor will participate as needed in the nursing agency's case conference to coordinate members' care.

602.3 Enrollment Procedures for GAPP Providers

Individual Practitioners are not authorized to enroll in the GAPP program as a provider for In-Home Nursing Care. Only nursing agencies or home care agencies may enroll as providers.

Applicants must go to www.mmis.georgia.gov and complete the application online. Applicants may also call the GAINWELL TECHNOLOGIES Call Center at 1 (800) 766-4456 if they have questions regarding the enrollment process.

Separate enrollment applications and provider numbers are required for each site location providing in-home skilled nursing services. The Georgia Pediatric Program (GAPP) application packet includes:

Application/forms for enrollment in the Georgia Pediatric Program (GAPP) are found online at www.mmis.georgia.gov.

1. Part I, Policies and Procedures Applicable to Medicaid Providers.
2. Part II, Policies and Procedures for the Georgia Pediatric Program (GAPP).
3. Applicants must submit the complete enrollment packet with all required documents.
4. If the application is approved by the Department, the Provider Enrollment Department will assign a Medicaid number and confirmation of the start date for the provider number.
5. If the application is denied, the Department will notify the applicant of the reason of the denial. The applicant may not resubmit a Georgia pediatric Program (GAPP) application for six-month period from the date of the denial.
6. Applicants have the right to appeal an enrollment denial as indicated in Part I, Policies and Procedures for Medicaid/PeachCare for Kids which applies to all Medicaid providers.

Documentation Required for Providers Enrollment as a Provider COS971- Georgia Pediatric Program (GAPP) In-Home Skilled Nursing/PSS Services

1. Copy of business license.
2. Copy of Private Home Care Provider License.
3. Effective August 1, 2016, nurses caring for GAPP members must have the experience necessary to provide care for the medically fragile members to whom they are assigned.

4. Provisions for back-up staffing coverage.

5. Copy of nurse's license as well as resume or summary nursing experience as well as an attestation that the newly hired personnel have read and understand the GAPP Manual.

6. Copy of Current CPR certification for each nurse.

GAPP In-Home Nursing Care Providers must maintain an office with the following requirements:

- The office must have a physical address. If the office is located in a private residence, there must be documentation of the actual office space and the provider's ability to secure all PHI information.
- The office must be accessible for state inspection.
- The office must be accessible for member visitation.
- The In-home Care Nursing Provider Agency must be available for caregiver/member contact 24-hours per day/7 days per week.

0.94 A Changes in Provider Enrollment Data

Change Issues

Providers will follow Part I, Policies and Procedures for Medicaid/PeachCare for Kids, Section 105.8 regarding changes in enrollment information. The following changes apply:

1. Correct address of the agency/business location;

2. Correct street address of the service location, if different from above;

3. Current phone number(s); and

4. Name of contact person(s).

Enrolled providers are required to furnish written notice to the Department, Alliant Health Solutions, the Department of Health Facilities Regulations (HFR) (if applicable), and Georgia Pediatric Program (GAPP) members at least thirty (30) days prior to the change.

602.3 B Termination of Provider Number/Enrollment in Georgia Pediatric Program (GAPP)

1. Provider-Initiated Termination

- A provider seeking to terminate enrollment in the Georgia Pediatric Program (GAPP) must provide written notice to the Department and the Georgia Medical Care Foundation no less than sixty (60) calendar days prior to the termination date, stating it intends to terminate participation in the Georgia Pediatric Program (GAPP).

- The Department will notify Alliant Health Solutions of provider's intent to terminate services.

  Service provider must work with the GAPP member's caregiver or guardian to locate another service provider prior to the effective date of the current provider's termination.

- The Department will authorize termination of the Provider enrollment number and the provider's authorization to receive reimbursement.

602.3C Termination of Provider Number/Enrollment by the Department of Medicaid

The Department may suspend or terminate a provider as described in Part I, Chapter 400. Failure to correct compliance issues will result in termination from the Georgia Pediatric Program (GAPP)

602.3 D Changes in Provider Ownership Data

A. Change in Ownership Legal Status of Buyout

Any enrolled service provider undergoing a change (including, but not limited to, dissolution, incorporation, re-incorporation, reorganization, change of ownership of assets, merger or joint venture) so that as a result, the provider either becomes a different legal entity, must furnish written notice to the Department, the Healthcare Facilities Regulations or the Department of Human Services, Office of Regulatory Services, if licensure is applicable, Georgia

Pediatric Program (GAPP) members and case managers, at least thirty (30) days prior to the change. The successor provider must submit a new application for enrollment as a provider of the service under the Georgia Pediatric Program (GAPP). Reference Part I, Policies and Procedures for Medicaid/PeachCare for Kids, Section 105 for guidelines.

Note: Medicaid Provider Numbers and Private Home Care Licensure are not automatically transferrable. Providers are required to notify the applicable licensing agency of any changes in ownership, legal status, or locations.

Purchase of an existing enrolled provider agency requires that the purchaser complete the enrollment process and obtain a Medicaid Provider Number. Without a Medicaid Provider Number, Medicaid reimbursement will not occur.

Even when the change in ownership and/or legal status results in no visible change in services to the member, the provider must notify the Department's Provider Enrollment Unit and the individuals/entities identified above.

602.4 Staff Qualifications

The service provider must engage a sufficient number of qualified and experienced staff to render services in accordance with currently accepted standards of medical practice. (Refer to the specific service in Chapter 900 for program requirements related to staffing).

1. Maintain adequate and appropriate staffing to provide the service described in Chapter 900;

2. Provide all services in accordance with a current plan of care ordered and authorized in writing by the member's attending physician;

3. Prohibit individuals with a prior conviction on charges of abuse, neglect, mistreatment, or financial exploitation from performing direct member care duties;

4. Require all allegations of mistreatment, neglect, abuse or financial exploitation, as well as injuries of unknown origin, to be reported immediately to the administrator or to other officials in accordance with state law through established procedures.

5. See Chapter 900 – Section 901 for the requirements pertaining to Registered Nurses'/LPNs performing Supervisory Visits of Licensed Practical Nurses and Personal Care Support personnel.

6. The GAPP provider agency will notify DCH of newly hired nursing or nursing support staff by providing a resume showing the provider's experience in caring for patients with special health care needs. The provider will also provide to the GAPP Program Specialist a copy of the employee's CPR certification as well as a signed attestation the newly employed personnel have read and understand the current GAPP Policy.

602.5 Record Management

Maintain Clinical Records

1. Providers must maintain records pertaining to the provision of Georgia Pediatric Program (GAPP) services in accordance with the standards in this manual and with accepted professional standards and practices, including but not limited to actual times of service provided; i.e., date with the beginning and ending time when the service was provided to the member for a minimum of five (5) years. Records must be kept available to the Department and their agents as requested. The provider must maintain a copy of all Georgia Pediatric Program (GAPP) records at the Medicaid enrolled provider site(s). Records must be maintained in a manner that assures security, accuracy, confidentiality, and accessibility.

2. In accordance with 45 CFR Part 17, the state and federal governments shall have access to any pertinent books, documents, papers, and records for the purpose of making audit examinations, excerpts, and transcripts and copies as needed. The provider must retain records for a minimum of five (5) years after the date of service. If any litigations, claims, or audit is initiated before the expiration of the five (5) year period the provider must retain records until all litigations, claims, or audit findings involving the records are resolved. All original documents should be maintained in the member records at the agency.

3. Maintain the staff signed time sheets on file for a period no less than three (3) years.

Destruction of Records

1. Provider may destroy records not required to be maintained. The destruction of records must be conducted in such a way that member's confidentiality is preserved.

2. When records are accidentally destroyed or lost, the responsible party must reconstruct them to the extent possible in a timely manner. Each reconstructed case record must be clearly labeled "reconstructed."

On-Site Record Review

Providers must agree to periodic on-site patient reviews and financial audits by authorized representatives of the Department and/or Department's Program Integrity Division.

Department, CMS (Center for Medicare and Medicaid Services), OIG (Office of Inspector General), and Alliant Health Solutions, (GAPP Medical Review Team).

The Department's procedure for reviewing providers may involve the use of sampling a percentage of records. The Department or its agents will utilize a generally accepted statistically valid sampling methodology for selecting the sample of records to be reviewed.

603 Adverse Actions

Refer to Part I of the Policies and Procedures Manual for Medicaid/PeachCare for Kids, Chapter 400 for Conditions of Adverse Actions.

604 Standard Assurances

A. The provider may not discriminate or permit discrimination against any person on the grounds of age, race, sex, color, religion, national origin, or member's mental or physical limitations.

B. Provider shall report member's skilled nursing and/or personal care support needs both accurately and truthfully when making original application for the GAPP program as well as on any application for recertification of hours needed for skilled nursing or personal support services. Derivation from this requirement may result in Adverse Actions (see Section 603).

605 Member Assurances

Georgia Pediatric Program(GAPP)Member Rights and Responsibilities

The provider may not discriminate or permit discrimination against any person on the grounds of age, race, sex, color, religion, national origin, or member's mental or physical limitation.

Members have rights and responsibilities regarding participation in the Georgia Pediatric Program (GAPP). Upon approval to receive services through the Georgia Pediatric Program (GAPP), the nursing agency's case manager reviews member rights and responsibilities, GAPP policy, and the Letter of Understanding with the member's caregiver or the member's representative. After the member's caregiver reads and signs Letter of Understanding, the nursing manager maintains the original in the member's file, sends a copy to Alliant Health Solutions Medical Review Team, and distributes copies to the member's caregiver.

The Alliant Health Solutions maintains the copy in the member's record.

A. **Member/Caregivers' Right Include:**

1. The right of access to accurate and easy-to-understand information.

2. The right to be treated with respect and to maintain one's dignity and individuality.

3. The right to voice grievances and complaints regarding treatment or care that is furnished, without fear of retaliation, discrimination, coercion, or reprisal.

4. The right to freedom of choice for an approved provider.

5. The right to have two different Medicaid GAPP providers work together to provide the hours that have been approved for my child.

6. The right to accept or refuse services as agreed or as mutually established

7. The right to be informed and participate in preparing the care plan and any changes in the plan as well as to include individuals of my choosing in the service plan development process.

8. The right to be advised in advance of the provider(s) who will furnish care and the frequency and duration of visits ordered.

9. The right to confidential treatment of all information, including

10. The right to receive services in accordance with the current plan of care.

11. The right to be informed of the name, business telephone number and business address of the person/agency supervising the services and how to contact that person/agency.

12. The right to have property and place of residence treated with respect.

13. The right to review his/her records on request.

14. The right to receive care and services without discrimination.

15. The right to receive all Medicaid State Plan services that are deemed medically necessary.

B. **Member's Caregiver / Guardian Responsibilities Include:**

1. The responsibility to notify nursing agency's case manager of any changes in the medically necessary needs of the child.

2. The responsibility to treat provider staff in a courteous and respectful manner, as well as cooperate with and respect the rights of the staff providing care.

3. The responsibility to be as accurate as possible when providing information on health history and needs of the child.

4. The responsibility to participate actively in decisions regarding individual health care and service/care plan development.

5. The responsibility to comply with agreed upon care plans.

6. The responsibility to notify the member's physician, and/or staff of any change in child's condition.

7. The responsibility to maintain a safe home environment and to inform providers of the presence of any safety hazard in or around the home.

8. The responsibility to be available to provider staff at agreed upon times services are scheduled to be rendered to the child.

9. It is the responsibility of the member's caregiver/guardian to avail themselves for the utilization review team to make visits as needed.

10. The responsibility to maintain a safe environment for child, self, and staff and to maintain a drug free environment at all times.

Prevention of Member Abuse & Neglect

Service providers will document and follow up on discoveries or reports/allegations of non-compliance or abuse, neglect of care, exploitation, or injury. Provider will notify Alliant Health Solutions within 24 hours (or the next business day) of any abuse, neglect of care, injury, exploitation or any instance that would/could affect member safety and/or welfare.

Such instances can include, but is not limited to and should include all incidents whether the provider agency is in the home providing services or not:

1. Unauthorized or inappropriate touching of a member such as pushing, striking, slapping, pinching, beating, fondling, etc.
2. Use of physical or chemical restraints.
3. Withholding food, water, or medications unless the member has requested the withholding.
4. Psychological or emotional abuse (i.e., verbal berating, harassment, intimidation, threats of punishment or deprivation).
5. Isolating member from member representative, family, friends, or activities.
6. Sexual harassment, exploitation or rape.
7. Failure to provide basic care or seek medical care.
8. Inadequate assistance with personal care, changing bed linen, laundry, etc.
9. Ostracizing the member, or "giving the silent treatment."
10. Leaving member alone for extended periods of time.
11. Use of member's money or property against the member's caregiver's directives or without the member's caregiver's knowledge.
12. Injury, death, hospitalization, emergency room visits or any instances that could endanger a member's health and/or safety.

Sentinel Event Documentation–Investigation and Reporting Incidents

- Providers must conduct a thorough investigation of all abuse, potential abuse, alleged abuse, injury or death of a member.
- Any abuse or alleged abuse, injury, death or any instance that endangers a member's health and/or safety must be reported to Alliant Health Solutions and DCH within 24 hours of the incident (or the next business day).
- Sentinel even documentation should also include any and all events by the member, caregivers, agency or other party that may affect patient care and/or member safety.

- Providers must complete the sentinel report (Appendix T) of the alleged abuse, injury, hospitalizations, emergency room visits, death or any instance that endangers a member's health and/or safety and submit the report to DCH/ Alliant Health Solutions within 24 hours (or the next business day). The report must be legible. The Sentinel Event report is to be completed online and is accessible via the Alliant Health Solutions web portal. A copy of all SE reporting will be sent to the DCH GAPP Program Specialist by Alliant Health Solutions.

- Providers must assure that no other incident or abuse takes place while the investigation is ongoing.

- Providers must submit an acceptable Plan of Correction with the investigation report if applicable.

- Providers must maintain an accident and incident file for the review by DCH.

- Providers of care to minor children are mandatory reporters of potential or alleged abuse and as such are obligated to report these incidences to the Department of Family and Children's Services. See Georgia Code Annotated 19-7-5; 16-12-100.

- Sentinel events should be reported even if the provider agency is not in attendance at the time of the incident.

PART II – CHAPTER 700
SPECIAL ELIGIBLITY CONDITIONS

701 General Member Eligibility Criteria

The Department reimburses providers enrolled in the Georgia Pediatric Program for services rendered to Medicaid eligible children who have been approved for GAPP services. Medicaid eligibility determinations are required prior to approval for services. If Medicaid eligibility is not established, contact should be made with the local County Department of Family and Children Services (DFCS).

702 Verification of Medicaid Eligibility

Medicaid Eligible Members

Medicaid eligibility is determined by the member's local County Department of Family and Children Services (DFCS) office. The provider verifies eligibility as needed by checking the member's Medicaid swipe care (See Appendix A). (Refer to the Billing Manual (Part I, Appendix L) for additional information on verifying Medicaid eligibility). If the member is ineligible for Medicaid benefits, the Department will not reimburse a provider.

Per Part I Policies and Procedures for Medicaid/PeachCare for Kids, providers are required to check the Medicaid eligibility status prior to providing services for each member in the GAPP. Verification will include Medicaid eligibility for the month and type of Medicaid (CMO or fee-for-service).

Services rendered under the Georgia Pediatric Program must be approved by the Alliant Health Solutions Medical Review Team according to the standards set by the Department. Acceptance of members into the Georgia Pediatric Program (GAPP) must be based on all of the following criteria:

A. To be eligible for services under GAPP the member must require medically necessary skilled nursing and/or personal support care. The need for services is based on medical necessity, taking into consideration the overall medical condition of the member, the equipment and the level and frequency of care required for the member.

   There must be a reasonable expectation that the member's medical and nursing needs can be adequately met by community-based services. The primary caregiver must assist with the member's care in the home and must frequently communicate with the staff of the provider agency.

B. The availability and ability of the caregiver(s) to actively participate in the care of the member. There must be an available emergency contact person who can be available in the event of an emergency. The individual named as emergency contact must be identified by name and with telephone contact information should the agency be unable to reach the primary caregiver(s). The emergency contact must be aware of his/her status and be prepared to act in this capacity.

C. The number of hours for which approval will be granted is based on specific medical treatment needs of the member confirmed by available medical information and the documented training needs of the primary caregiver skills checklist.

D. The expectation that the primary caregiver(s) will become competent to assume some responsibility for the care of the child.

703 Applying for Services

Applying for Services by Member & Member's Caregivers

Caregivers of the medically fragile child interested in receiving services through the Georgia Pediatric Program (GAPP) must apply via a nursing agency participating in the children's program (See Appendix U). Members seeking services may also contact the GAPP Program Specialist at (404) 657-7882.

Applying for Services by Providers & Hospitals

Hospitals or physicians caring for the medically fragile child interested in receiving services through the Georgia Pediatric Program (GAPP) should apply via the Discharge Planning department of the facility or the Social Service Department. Physicians may apply directly to a nursing agency participating in the Georgia Pediatric Program (GAPP).

Application for GAPP services can be made through any GAPP approved nursing agency (see Appendix U). Member applications for services may take up to 30 days to review documents once an application packet has been submitted.

The following documents are required to be completed as part of the application for services available from the Georgia Pediatric Program (GAPP). See Appendix S for a complete listing of all required documentation. Applications are submitted electronically via the GAMMIS Medical review portal.

A. DMA 6A – An approved DMA 6A is required for all GAPP services and are valid for one year. The DMA 6A should be renewed 30-60 days before the expiration date. The DMA 6A is completed electronically by the nursing agency and submitted through the review portal. Note: The DMA 6A does not have to be signed by the member's physician. Once submitted, the Alliant MRT will furnish the DMA 6A number and place into the provider's portal. The DMA 6A locks the member's information plan into GAPP for one year and the number is used to get into the online DMA 80 screen which is the actual request for services.

B. DMA 80 – A DMA 80 Prior Authorization (PA) is submitted electronically via the medical review portal. Hours requested should be those hours recommended by the member's physician in his PPOT. All required documentation should be attached to the DMA 80.

C. Reimbursement is not authorized for delivery of skilled nursing and/or personal care support services while the member is hospitalized, or the member is outside of the State of Georgia.

D. If an IEP is in effect, the most current one is required for admission and continued stay to the GAPP program.

E.. Alliant Health Solutions has 30 days to review a request for services, once a complete packet has been submitted.

F. The DMA-80 and all forms required in Chapter 900 and Appendix S must be submitted to the Alliant Health Solutions GAPP Medical Review Team.

All required information should be submitted at least 30 days prior to the intended date of initiation of services and/or the renewal of ongoing services.

Reimbursement will not be authorized for services rendered prior to the authorized start of care date shown on the DMA-80. A system-generated letter of notification (LON) of the authorized DMA-80 will be sent to the nursing provider. Decisions can also be verified through review of the GAMMIS Medical Review Portal System. Notification will also be forwarded regarding disapproval of services through certified mail to the member's parent/legal guardian and/or DFCS supervisor. The provider agency will receive notification and the child's physician will be notified by regular mail. Certified letters sent to the member's parent/legal guardian will be sent to the address that is on file with the Department. If the applicant is approved for services, delivery of services must begin within sixty (60) days of the eligibility determination by the Alliant Health Solutions medical review team.

Effective January 1, 2012, a change request through the medical review portal must be submitted for requests for a change in hours (increase, decrease, etc.) during a current certification period. Change requests due to a change in the member's condition such as an exacerbation of the member's illness or an improvement in the member's condition such as de-cannulation, weaning off the ventilator, etc. will be expedited by the Medical Review Team when necessary. All change requests or emergency admission must be submitted within five (5) days of any change in status and will be reviewed within five (5) days of submission of required information for review by the Medical Review Team. A change request for an increase in hours requires a physician's letter or other documentation stating the need for the increase. Providers will also need to submit/attach an updated PPOT, MD order, and/or the hospital discharge summary if a hospital summary is applicable to this request.

The need for a change in approved services will be evaluated based on the condition and the medical needs of the child for skilled nursing and/or personal support services. A Determination Letter of Notification will be attached to the PA and the Alliant Health Solutions Review Nurse will send a notice to the provider via "Contact Us" that a LON was attached so they may print it from the Medical Review portal, get it signed and returned. Alliant Health Solutions will be sending the message about the LON to the person who is listed as the contact for each PA. Each agency can go into the "Contact Us' feature and search by provider number for Alliant Health Solutions communications to the agency. Any denial of requested services will be sent via certified mail to the member's parent/legal guardian, and via regular mail to the child's physician. The provider agency will receive the notification in the GAMMIS Medical Review portal.

A re-evaluation of eligibility must be done, at a minimum of every 3, 6 to 12 months , or as determined by the Alliant Health Solutions Medical Review Team to continue reimbursement of service beyond the initial approval-date.

Effective August 23, 2018, any PA packet that remains incomplete after 60 days will be withdrawn from the web portal. This policy does not apply to members
that may be hospitalized.

704 Applying for Other Medicaid Services (October,2015)

Members receiving GAPP services may be eligible for additional services through other Medicaid Programs if they apply for and meet eligibility criteria. Services from other programs may not be duplicative, i.e., GAPP members cannot receive skilled nursing and/or personal care support through another Medicaid Program.

PART II – CHAPTER 800
PRIOR APPROVAL

801 Per Part I Policies and Procedures for Medicaid/Peach Care for Kids, providers are required to check the Medicaid eligibility status prior to providing services for each member in the GAPP. Verification will include Medicaid eligibility for the month and type of Medicaid (CMO or fee-for-service). All Medicaid members with CMO eligibility will require prior authorization through the CMO. All Medicaid members with fee-for- services eligibility type will require prior authorization by the Alliant Health Solutions.

The Alliant Health Solutions Medical Review Team is responsible for reviewing applications for appropriateness of skilled nursing care and/or personal care support services. Alliant Health Solutions medical review team will approve or deny admission to the program utilizing the policies as established by the Department.

Providers are required to send all requests for prior approval on-line to Alliant Health Solutions. As of October 15, 2010, all GAPP application/renewal packets will no longer be accepted by drop-off at the Alliant Health Solutions Office. Submission of GAPP application/renewal packets is by electric attachment of documents directly to the GAPP request (DMA-80) via the Medical Review portal (see Appendix Q).

All services under the Georgia Pediatric Program (GAPP) are subject to prior approval. .

Effective August 23, 2018, any PA packet that remains incomplete after 60 days will be withdrawn from the web portal. This policy does not apply to members that may be hospitalized.

A. The referring physician or the hospital discharge planner will assist the caregiver in locating a Medicaid enrolled provider nursing agency for the GAPP assignment. DCH can provide assistance if needed. A list of approved GAPP providers is located in Appendix U. Members have Freedom of Choice for a service provider.

B. All Georgia Pediatric Program (GAPP) providers must be enrolled with the Department for each location providing GAPP services (See Chapter 600).

C. Effective 7/1/2020, GAPP policy will be changed to modify prior authorization spans:**

- At initial determination approvals of forty (40) or more hours of skilled nursing services per week will be authorized for a period of three months from date of approval (Alliant MRT has discretion to modify PA period);
- At initial determination approvals of 39 hours or less of skilled nursing services per week will be authorized for a period of one year for the date of approval (Alliant MRT has discretion to modify PA period);

- At redetermination approval of 40 or more hours of skilled nursing services per week will be authorized for a period of six months from the date of approval (Alliant MRT has discretion to modify PA period);

- At redetermination approval of 39 hours or less of skilled nursing per week will continue to be authorized for a period of one year from the date of approval (Alliant MRT has discretion to modify PA period).

NOTE: 1. The need for providers to report significant changes in condition will remain in policy

2. Members in appeal status must submit a renewal packet every three months.

- The PA will be approved for either skilled nursing and/or personal care support and will be based on the members medically necessary need.

801.1 Hospital Discharge Planning Team

Children identified in hospitals are reviewed by the Discharge Planning Team. The Discharge Planning Team consists of the referring physician, the primary physician, discharge planner, Skilled Nursing Care Agency staff, primary caregivers, and social worker.

801.2 Discharge Planning Team Meetings

Visits to discharge team meetings may be attended by a Department representative and may occur at any interval.

801.2 A Required Application Documents For A GAPP Request

The following documents must be completed as part of the admission application to the GAPP. Applications are submitted electronically via the GAMMIS Medical Review portal. Paperwork must be signed by the Legal Guardian. See Appendix S for a complete listing of all required documentation.

DMA-6A

A DMA-6A form is submitted electronically through the Medical Review portal. The member's physician DOES NOT HAVE TO SIGN THE DMA-6A. DMA6's are valid for one year only and must be renewed 30–60 days before the expiration date.

DMA-80

DMA-80 forms are submitted electronically via the GAMMIS Medical Review Portal. (Refer to Appendix F for a copy of the DMA-80). The Alliant Medical Review Team has discretion to amend the length of the DMA depending on documentation submitted for review.

Physician Plan of Treatment (See Appendix Y)

The PPOT must be developed, signed and dated by the attending or primary care physician with the initial and all subsequent recertifications. The PPOT will show what skilled nursing and PSS hours that the physician is recommending and must be signed and dated within (30) calendar days of the completed PPOT. Effective 1/1/2023, providers must submit the Appendix Y as the PPOT. LOMN may also be submitted.

A detailed current medical history – including related medical conditions, hospitalizations and medical course, explanation of medical necessity for skilled nursing and/or personal support services, oxygen/ventilator setting and hours of use per day, recommended skilled nursing and/or personal support hours, medical plan treatment – including all medications, therapies and treatments, etc. A new statement with a new date and updated information is required with each recertification. The physician may also submit a separate Letter of Medical Necessity if deemed necessary.

Effective October 1, 2018, a copy of the last physician office notes must be submitted with each initial and/or recertification request. The note may come from the physician that primarily sees the member and would provide the most meaningful information for the Medical Review Team. Effective January 1, 2023, a copy of the last office visit note is not required but strongly suggested.

Member Supplemental Information (Appendix I a Supplement)

The Appendix I a Supplement should be completed by the provider agency with additional information provided by the caregiver. Please note if the member is receiving other skilled or unskilled services from any Medicaid or other service program. The Appendix Ia does not replace the PPOT. A Letter of Medical Necessity may also be submitted but is nor required.

Letter of Understanding

The Letter of Understanding must be reviewed with the primary caregiver(s) during the initial planning team meeting, as well as, yearly. All areas must be discussed to ensure a thorough understanding of program requirements prior to completion of the admission approval paperwork. The primary caregiver(s)/DFCS must sign and date the Letter of Understanding (Appendix J). The Appendix J must be submitted yearly.

Freedom of Choice Form

The Freedom of Choice Form must be signed and dated by the member or the member's representative on a yearly basis (See Appendix G). Parents and/or legal guardians have a right to choose or transfer agencies without ramifications by the current agency. Agencies must render a minimum of (30) days of service if the parent/legal guardian wishes to change agencies, depending on the wishes of the parent/legal guardian. This process should be explained at the initiation of services and on a continuing basis to assure that parents/caregivers know their right to freedom of choice for a GAPP provider.

Appendix S

Appendix S is the GAPP Admission/Continued Stay Checklist which is required with each packet submission. This is the provider's checklist to make sure that they have uploaded all required documents for both nursing and personal support services as appropriate for the member.

IEP

If there is an IEP in effect, the current document is required on admission and continued stay to the GAPP program.

Signature Stamps

Signature stamps are not approved for the GAPP program. Electronic signatures are acceptable per Part I Policies and Procedures.

801.2 DMA-80 Approvals

A. All new GAPP applications as well as re-certification for continuing services should be submitted to Alliant Health Solution's Medical Review Team at least thirty (30) days prior to the start or continuation of GAPP services.

B. Updated GAPP forms are required to be submitted to Alliant Health Solutions with the initial or renewal documents. The current GAPP Manual has all updated forms. Outdated GAPP forms received in GAPP applications will not be accepted by Alliant Health Solutions Medical Review team. A request for the correct forms will be made to the nursing agencies via a "contact us" message via the Medical Review portal. The packet will be held by Alliant Health Solutions until correct documents are received. The date applications are re-submitted with the corrected GAPP forms and received at Alliant Health Solutions will be documented. A new date will be assigned as the date the complete application or renewal packet was received at Alliant Health Solutions. The renewal date will begin on the date the correct forms and documents are received by Alliant Health Solutions.

C. Three (3) months of narrative nurses' notes will be required for initial applications when children are transferring from Insurance approved private homecare agency coverage into the GAPP Program. A description of PSS needs should also be submitted.

D. Alliant Health Solution's GAPP Medical Review Team has thirty (30) days to review all applications (initial and recertification determinations) once a complete packet is received. The date for approval of services is the date that a complete packet is received.

E. Once skilled nursing/PSS hours are approved, it continues to be responsibility of the parents and the agency to determine when best to utilize these skilled nursing/PSS hours that are provided as block hours per month. If the member has increased needs resulting from the hospitalization, or an improvement in condition, a change request should be entered.

F. Effective August 23, 2018, any PA packet that remains incomplete after 60 days will be withdrawn from the web portal. This policy does not apply to members that may be hospitalized

DMA-80 determinations will be conducted at the weekly meetings of the GAPP Medical Review Team.

Prior Approval Requests for Short-Term Services

Short term services are those where the member may need imminent services for only a short period of time such as 4-6 weeks. Some examples would be short duration medication administration, weight checks, cast care, etc.

PA requirements would require a physician's order (PPOT) and/or Appendix G for the short-term services. The provider will notify Alliant via a contact us message that they are entering a DMA 6A/DMA 80 for a limited time that the services are ordered by the physician. Documentation to be attached are physician's orders and the Appendix G. The Alliant Medical Review Team will attach the LON once the request is reviewed. When the services are completed, the provider will submit notes and/or medication administration sheet, signed LON and attach to the PA with a notification by a contact us to Alliant.

If an extension of short-term services is required, please do a change request with the physician's new orders for the care and the length of time required.

Short term requests that are approved are time limited and do not require a re-certification request.

801.3 Reauthorization Requests

A. Reauthorization requests are due thirty (30) days prior to the expiration of the existing approval period to ensure that there will be no interruption in services.

B. The beginning authorization date granted for an untimely renewal request is the date of receipt of the completed renewal request package. No payment will be made for services rendered during the periods of which there is no authorization for service coverage.

C. If a provider does not get a renewal packet in timely, they will be required to provide service until the renewal application can be processed and they receive the LON for continuing services.

D. All continued stay requests for in-home skilled nursing and/or personal support services will require 3 months of nurse's notes, as well as, personal support personnel notes. The notes must be the immediate past 3 months prior to the request date. Narrative notes for PSS are optional but you must send what services are being required by the member.

802 Evaluation Process Conducted by Alliant Health Solutions

A. Effective August 23, 2018, any PA packet that remains incomplete after 60 days will be withdrawn from the web portal. This policy does not apply to members that may be hospitalized.

B. All recertification requests for in-home skilled nursing and/or personal care support require 3 months of narrative nurse's notes. Personal care support notes should include documentation of tasks performed. The notes must be the immediate past 3 months prior to the request date.

C. Upon receipt of an application for request for services through the Georgia Pediatric Program (GAPP) Alliant Health Solutions will review the application documents within thirty (30) days of receipt of the complete request.

D. If the application is determined inappropriate for services based on the documents received, the Alliant Health Solutions Medical Review Team will notify the member by certified mail, and the physician by regular mail within ten (10) working days. The agency's notification will be available via the GAMMIS Medical Review portal. The member's caregivers may request a re-consideration for any adverse determination within thirty (30) days of the date of the initial letter by following the instructions outlined in the letter.

E. All documents submitted with the application will be reviewed to determine the required medically necessary nursing care and/or personal support services for the member. Providers must notify the Alliant Health Solutions/Medical Review Team of any medical changes or update involving the member during the initial or re-certification application process. This includes any improvement in the member's condition.

F. The Alliant Health Solutions Medical Review Team will contact the member's primary care physician or nursing agency (by a "contact us" message or phone call) if additional documents or information are required for admission evaluation or continued stay if deemed necessary.

G. Please refer to Appendix S for a complete list of required documentation. The physician may also submit a separate letter of medical necessity, if deemed appropriate.

H. The agency is responsible for maintaining original documents on file for UCR review. In the event that the member is transferred, or two providers are sharing service hours, this notation will be evident in the agency files. Please refer to Chapter 900, Section 905.1 about all documents that must be in the member's home.

I. Stamped and/or faxed signatures are not approved for the GAPP program. Electronic signatures are acceptable per Part I Policies and Procedures. A physician must develop and sign the PPOT. Mid-level practitioners are not allowed to sign this paperwork.

J. If a member is in appeals, renewal packets need to continue to be submitted to Alliant Health Solutions by their due date, or at least every three months, as long as, the member is in appeals process. Alliant Health Solution's Medical Review Team does review any new information and any significant change in condition may impact authorization decisions.

Rev. 04/15 **NOTE:** If a member is in a hearing status for an initial start of care, the provider must submit an updated PPOT along with any additional pertinent medical information at least every three months while the member's case is in appeals.

K. Alliant Health Solutions should be notified if a child is hospitalized or has an exacerbation of their condition during the certification period to evaluate a possible change in skilled nursing and/or personal care support needs. For children in appeals, please notify Alliant Health Solutions by "contact us." Do not submit a change request for a member that is in a reconsideration or an appeals status.

L. The following additional paperwork is required to be submitted to Alliant Health Solutions if a child is hospitalized greater than 30 days:

- Hospital Discharge Summary or Hospital Progress notes

803 Approvals for Services and Notifications by Alliant Health Solutions

Letter of Notification (LON) Process by Alliant Health Solutions

When a member is determined eligible for skilled nursing/PSS services and the hours of approval have been determined by the Alliant Health Solution's Medical Review Team, the process will be the following:

A. A Letter of Notification (LON) will be attached to the PA and the Provider will be sent a notice via "Contact Us" that a LON was attached so the provider may print it from the medical review portal, get it signed and returned. Alliant Health Solutions will be sending the message about the LON to the person who is listed as the contact for each PA. Each agency can go into the "Contact Us" feature and search by provider number for Alliant Health Solution's communications to the agency. The Nursing Agency will deliver the Letter of Notification to the member's parents/caregiver(s)/legal guardian/DFCS Supervisor and to the member's primary care physician. The Letter of Notification documents the number of hours approved and the length of time approved.

B. The Letter of Notification (LON) should be signed by the caregiver(s), and the Nursing Agency. All required signatures are to be obtained by the Nursing Agency within (30) calendar days.

C. The Determination Letter sent to the caregiver by certified mail includes information for parents on their rights to request a re-consideration of this decision if they are not satisfied with Alliant Health Solution's approval determination. The parents or caregivers have 30 calendar days from the date of the Determination Letter to request a reconsideration of the decision with Alliant Health Solutions. If after the re-consideration results by Alliant Health Solutions, the parents or caregivers remain unsatisfied, they have a right to a hearing before an administrative law judge within 30 days of the date of the final letter. Please counsel the caregiver to follow the instructions in the letter for a reconsideration and/or a request for hearing.

D. It is the responsibility of the Nursing Agency to obtain caregiver/legal guardian signatures – and attach the signed copy of the LON within 30-days of receipt. The Nursing Agency must retain a copy of all original signatures in their files in case of a DCH audit. If two providers are sharing a PA, then make a notation on the copies. Failure to comply with attaching all signatures on the Letter of Notification to Alliant Health Solutions within 30 calendar days may be subject to a review and recoupment by the DCH's Program Integrity Unit.

E. GAPP in-home nursing service providers will submit requested skilled nursing/PSS hours and/or personal care support hours with all prior authorization documentation in a five-day-per-week format or a seven-day-per-week format. Prior authorization for services will be generated in the form of hours/month based on the requested weekly format and medical necessity review. Providers will describe the approved hours to families as a monthly maximum, allowing families/caregivers/agency to configure hours within the monthly context.

F. For Administrative purposes, the week begins on Sunday and ends on Saturday in the Georgia Pediatric Program (GAPP).

G. Providers should advise parents/caregivers to notify DFCS immediately upon moving as the address in Medicaid's MMIS system is used for all correspondence with parents/caregivers

H. Failure to comply with returning all signatures on the Determination Letter or Notification to Alliant Health Solutions within 30 calendar daytime period may subject a GAPP provider to review and recoupment by the DCH's Program Integrity Unit.

Transfer of Services

When a member transfers, the receiving agency should enter a DMA-6A and DMA80 under their provider ID in the medical review portal. Only current approved services/hours are transferred to the receiving agency. If there is a change in the member's condition, a CHANGE REQUEST should be entered after the member is transferred to the new agency.

Transfers will be approved to begin on the first day of the month. The receiving agency will develop all required documents for their files, but these do not have to be submitted to Alliant Health Solutions for the transfer to occur. Note that the transfer of current hours will only be for the duration of the current PA period. A new packet with all required documentation should be submitted 30 days prior to the expiration of the PA being transferred.

Transferred services should not begin until the transfer LON is received from Alliant Health Solutions.

Effective 3/1/18, no GAPP PA transfer will be processed in the last two business days of any month. Requests need to be in no later than COB on the 3rd business day before the end of the month.

Providers are required to send a **Contact Us** message to the review nurse when a transfer PA is entered into the medical review portal.

Transfer of GAPP PA's (within the same agency)

If the member is being transferred from one nursing location to another within the same agency, submit a written request (contact us message) to Alliant Health Solutions.

All patient documents will be shared with the new location, as well as, maintaining documentation at the original location. Faxed copies in the new location records will suffice, but only for the duration of the current PA request under which the member is transferred. The units approved for the PA will transfer from one location to the next. The receiving agency will have to enter a DMA 6A and DMA-80 with their provider number for transfer. If the provider is requesting additional hours, this does not constitute a transfer and will necessitate a change request to Alliant Health Solutions.

Transfer of GAPP Provider (to another GAPP Provider)

If the member is being transferred from one nursing agency to a new nursing agency for in-home skilled nursing/PSS, the receiving agency will submit a "Transfer Request Form," (Appendix W), the Appendix W will need to be uploaded with the DMA 6A or DMA 80. The transferring agency shall attach the last three months of narrative nursing notes, PSS tasks performed and the App D/Transfer Notice to the current PA and notify Alliant Health Solutions via "Contact Us" noting the member's name and Medicaid number. The transferring MRT agency will also provide the new provider with the member's PPOT.

Effective 7/1/2020 providers need to make sure that they review freedom of choice and the transfer policy and ability of two providers to share hours with parents/guardians to make sure that they understand the need to communicate with the agency if they wish to transfer their children or share hours with another GAPP provider – see Appendix Z. They must also give parents a 30-day notice of discharge of services. Exceptions may apply – See Section 806: Exceptions to discharge Regulations.

Effective 4/1/2011, if an agency is unable to staff the member per the approved GAPP PA, the provider must inform the member's caregiver of the inability to serve the member. Additionally, the GAPP provider agency must provide referral to other GAPP providers able to meet the member's/family's staffing needs and assist the family or representative in locating another agency to fulfill the specific scheduling needs. The family may determine at any time that because of intermittent or frequently missed visits, they wish to seek services from another GAPP provider.

Sharing GAPP Hours

If the parent / caregiver desires, the GAPP hours can be shared by two GAPP approved agencies. The two GAPP agencies should coordinate this sharing of hours with the caregivers and the following process should be followed. Please note that if a current PA is going to be shared, it should be accomplished on the first of the month.

Providers will have caregivers/legal guardian sign the Appendix Z which is the Notification of Ability To Transfer Hours and/or Share A Member's PA.

1. Each provider must have their own DMA 6A and DMA 80 for the number of hours that they want to provide and the number of hours for each agency should be shown on the same transfer request form. **NOTE**: There will be only one PPOT with the total number of hours being requested for that member.

2. One provider would put a request for S9123 while the other provider would submit for S9124 so the system will not see this as a duplicate PA request.

3. Each provider will have their own paperwork as required by GAPP policy; however, providers should share all documents to ensure continuity of care.

4. Providers should share documentation and not have physicians/parents sign duplicate documents.

5. Providers would not be able to provide services at the same time, unless there is a specified need for this type of care based on medical necessity.

6. Please call the GAPP Program Specialist at (404) 657-7882 for any assistance or clarification.

7. Personal care support hours (S9122) cannot be shared between two providers.

Transfer Instructions for Providers

Please review the policy below for transferring a member. As always, please contact the GAPP Program Specialist if you have any questions regarding transfers.

The following process should be followed:

Transferring Agency

1. Submit an Appendix D with the last date that you will be providing services and notify the Alliant Health Solutions MRT with a "contact us" message that the App D has been uploaded.

2. Supply Alliant Health Solutions MRT with the last three months of nursing notes on the member – this should be accomplished within two weeks of the stop date of care. Provide the member's name and Medicaid number and upload the notes to the current PA. Notify the Alliant Health Solutions MRT via a "contact us" message that you have uploaded the nursing notes.

3. Effective, 07/01/2020 – Provide receiving agency with member's PPOT.

Receiving Agency

1. Upload signed Appendix W (Transfer Request Form) to the DMA 6A or DMA 80 and notify Alliant that you have uploaded your transfer request to your PA number.

2. Make sure that you electronically submit a DMA 6A and a DMA 80 no later than the date that you want to start care. It is the provider's responsibility to know the number of hours that the member is receiving and when their current PA ends.

3. Provide Alliant Health Solutions with a renewal packet within 30 days of the expiration of the PA that is being transferred.

4. Please have your transfer LON before providing GAPP Services.

5. The receiving agency will develop all required documents for their files, but these do not have to be submitted to Alliant Health Solutions for the transfer to occur.

6. Nursing Supervisory visit should be done within the first month of services.

Alliant Health Solutions Medical Review Team

1. Will stop the transferring agency's PA on the date provided.

2. Approve the receiving agency's PA on the date that start of care is expected.

803A **GAPP Determination Letter**

A. The Alliant Health Solutions Medical Review Team will mail a determination letter to the member's caregiver /legal guardian and primary care physician within 30 working days after a member has been approved for skilled nursing and/or personal care support services in the Georgia Pediatric Program (GAPP). Nursing agencies may review approved services and dates of approval on-line. Parents/legal guardian will receive the initial and final letters via certified mail to the address shown on file in the Medicaid MMIS system. Make sure parents know to notify DFCS of any change of address.

B. The Determination Letter will include information informing the parents/legal guardians of their rights to request a reconsideration of the initial decision. When the reconsideration process has been completed if the issue remains unresolved, the member's parents/legal guardian have the right to submit a request for a Fair Hearing before an administrative law judge.

C. Approvals will be granted based on the medically necessary skilled nursing and/or personal support service needs of member.

D. The approved services and decision rationale will be specified in the Determination Letter. The Letter will be sent to the physician of record and nursing agency. A member will receive a certified letter only if requested hours have not been approved.

E. One of the goals of the GAPP is to teach the parents / caregivers how to safely care for the member in the absence of a skilled nurse.

803.1 A **Foster Child or Children**

Note: Effective 7/1/2012, the DFCS County Supervisor may allow DFCS case worker to sign all appropriate documents for children in foster care for whom the DFCS office has legal authority.

As the Legal Representative for all foster children, a DFCS Representative must sign all legal documents and GAPP documents for children in foster care in the GAPP program. Foster parents cannot sign GAPP documents or request a member transfer. Notices and documents include:

The "Letter of Notification" (LON) will be given to the child's DFCS County Supervisor and the child's physician(s) by the nursing agency for signatures. All procedures regarding notification to parents/caregivers will be in effect for foster children except that the Legal guardian responsible for all signatures will be the DFCS County Supervisor.

The foster parents who are the member's primary caregiver(s) will sign the individualized competency skills checklist for the foster members in their care.

Only the DFCS County Supervisor (or caseworker) may request reconsideration of an initial decision or request an Administrative Hearing before an administrative law judge for a foster child.

The nursing agency providing skilled nursing and/or personal support care is responsible for informing the Alliant Health Solutions - GAPP Medical Review Team of the presence of a foster child or children in a home. This information should be noted on the Appendix Ia, and the Appendix S.

The nursing agency providing the skilled nursing/PSS care is responsible for informing the Alliant Health Solutions Medical Review Team if more than one medically fragile child is in a home and skilled care is being requested or being provided by both. **This applies to all children receiving GAPP services - not just members in foster care.**

Approval for more than one skilled care nurse to be in a home at the same time must be obtained by the nursing agency from the Alliant Health Solutions Medical Review Team. This applies to all children receiving GAPP services – not just members in foster care. Coordination of hours for more than one skilled care nurse to be present in a home must be approved by the Alliant Health Solutions Medical Review Team.

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803.2 B **Revision or Change in Approved Services (Change Request)**

Effective January 1, 2023, if there is a change in the member's condition, a change request must be submitted within five (5) days of the change in status

Effective January 1, 2012, a change request must be submitted through the GAMMIS Medical Review portal for requests for a change in hours (increase, decrease, etc.) during a current certification period. Change requests due to a change in the member's condition such as an exacerbation of the member's illness or an improvement in the member's condition such as de-cannulation, wearing off the ventilator, etc. should be submitted with five (5) days of the change in condition and will be expedited by the Medical Review Team when necessary. Change requests or emergency admissions will be reviewed within five (5) days of submission of required information for review by the Medical Review Team.

Providers will also need to submit/attach a hospital discharge summary -*or*- updated PPOT, or latest progress notes. The need for a change in approved services will be evaluated based on medical necessity for skilled nursing and/or personal care support and the overall medical condition of the member. The request must be submitted with signed and dated physician orders or PPOT discharge summary or progress notes if an increase in hours is requested. Progress notes should include the services/number of hours requested by the physician.

The Alliant Health Solutions Medical Review Unit will issue a Letter of Notification (LON) for the nursing agency. Change requests that do not document the reason for the change will not be considered.

803.1 **Communications with - Alliant Health Solutions** -

Providers should use the "Contact Us" feature for questions to the Alliant Health Solutions Review Nurses. All member/agency identifying information should be included to ensure it is transmitted to the Alliant Health Solutions Review Nurses. The provider should only include questions regarding one member or one PA on one "Contact Us" submission request. Questions about multiple children/PA's cannot be addressed on one "Contact Us" inquiry. This is imperative to make sure that issues are adjudicated as quickly as possible. Phone calls and emails are not accepted by Alliant Health Solutions.

All documents should be attached electronically to the PA (i.e., sentinel events, hospital paperwork, change requests, signed LON's, etc.), unless the PA is a new start of care that has been denied. In this instance, the agency should attach their signed LON to the "Contact Us" message and the Alliant Health Solutions review nurse will upload. Please notify the Alliant Health Solutions review nurse by sending a "Contact Us" message that a document has been attached to a PA.

If you are unable to attach a document to the PA, please send a "Contact Us" message so the review nurse can instruct the provider how to proceed.

Providers are required to send a "Contact Us" notification when documents are attached to the PA. Do not attach files to the "Contact Us' feature unless specifically instructed to do so by the - Alliant Health Solutions Review Team nurse.

Upload the packet/packet documents only once and not multiple times.

Effective 4/1/2016, it is each GAPP provider's responsibility to access and answer "Contact Us" messages from the Alliant Health Solutions Medical Review Team within 48 hours or the next business day.

803.2 **Insurance Information and TPL**

Effective 4/1/2019 insurance information is no longer required; however, it is the responsibility of all Medicaid providers to be familiar with the requirements of Part II – GAPP Policy as well as Part I Policy and Procedures for Medicaid and Peachcare for Kids manual. For Part I, the provider should give special focus to Chapter 300 – Coordination of Benefits and Third-Party Liability. See Below: Providers should also be aware of Medicaid's Secondary Claims Manual

EXCERPT FROM

MEDICAID PART I POLICIES AND PROCEDURES

CHAPTER 300

COORDINATION OF BENEFITS, AND THIRD-PARTY LIABILITY

304. General
305. Coordination of Benefits
306. Coordination of Benefits/Third Party Liability

303. Coordination of Benefits/Third Party Liability

As a general rule Medicaid/PeachCare for Kids is the 'payer of last resort,' meaning other available third-party resources must be exhausted before Medicaid/PeachCare for Kids pays for the medical care of a member. A 'third party' is any individual, entity, or program that is or may be liable to pay all or part of the expenses for medical care furnished to a member. Examples of a liable third party include but are not limited to 1) government sponsored plans, 2) commercial insurance companies either through employment-related or privately purchased health insurance, 3) casualty-related coverage available as a result of an accidental injury, Compensation Board. Providers are required to be knowledgeable of Medicaid's Secondary Claims and Billing Manuals.

A) Non-institutionalized pregnancy related claims.

B) Claims for preventive and pediatric services including Health Check (also known as EPSDT).

303.1 Exceptions

In accordance with federal regulations, a provider is not required to exhaust other health plan benefits with respect to:

The Division may pay the full amount allowed for the service and seek reimbursement from any liable third party/primary insurance plan up to the limit of liability. However, a provider may choose to bill the primary health plan prior to billing Medicaid/PeachCare for Kids Secondary in any of these situations.

Additionally, in those instances where the liability of a third party cannot be currently established or is not available to pay the individual's medical expense within applicable time frames, the Division will reimburse the provider for covered services in accordance with standard reimbursement procedures and the timely submission and re-submission guidelines.

In a casualty (tort) situation, once the provider has billed Medicaid/PeachCare for Kids for accident related medical services, (s) he cannot reimburse the Division and then seek reimbursement from the liable third party in excess of the Medicaid/PeachCare for Kids

reimbursement amount. See Section 303.5

303.2 Identification of Other Insurance/Health Plan

The enrolled provider must make reasonable efforts to collect funds from any insurance/benefit plan primary to Medicaid. Reasonable efforts include, but are not limited to:

A) Questioning the member to identify any other insurance or health plan.

B) Filing a claim with the appropriate primary health plan(s) prior to filing with Medicaid/PeachCare for Kids.

C) Indicating on the Medicaid/PeachCare for Kids claim form the identity of the other insurers and the amount of their payment(s).

The third party administrator's website, www.mmis.georgia.gov, includes the TPL Listings, (Alphabetical and Numerical), which are Updated monthly.

Where applicable, claims should be submitted to the appropriate insurance Carrier or health plan prior to being submitted to Medicaid/PeachCare for Kids.

It is recommended that providers servicing members under Third Party Liability, that they obtain a GAPP PA which can be utilized if the member's primary insurance lapses or the member exhaust all benefits under their Third-Party Liability provider.

804 Denial of Services

Reasons for Denial of Termination

A. The member fails to meet eligibility criteria specified in Section 800.

The member and/or member's caregiver or representative has not supplied necessary information to complete the determination of eligibility

Reconsideration of Initial Decision for Member

An adverse action may initiate the reconsideration process for any program administered by Medicaid. The Medical Review Team at Alliant Health Solutions evaluates members and makes determinations on the following:

- Admission to GAPP
- Denial of Admission
- Reduction of services
- Increase of services
- Termination of Services in the GAPP Program
- Other pertinent information submitted

These actions may be appealed by the parents/DFCS for a member if they disagree with the determination. The Alliant Health Solutions Medical Review Team will issue the Notification/ Determination Letter to notify the member/applicant of any action. Once the determination is made, Alliant Health Solutions will notify the provider, parent/legal guardian, and physician of record of the action taken and the date such action will take place. The Notification Letter sent by certified mail includes information for parents on their rights to request a reconsideration of this decision if they are not satisfied with the Alliant Health Solution's approval determination. If after the reconsideration results by Alliant Health Solutions the parents or caregivers remain unsatisfied, they have a right to a hearing before an Administrative Law judge.

Parents/DFCS may request a reconsideration of any adverse action taken by Alliant Health Solutions within (30) calendar days from the date of the Notification/Determination Letter. During the reconsideration process, additional documentation may be considered to determine the appropriateness of the initial denial. If the parent fails to request a reconsideration or if the parent fails to submit additional documentation, the proposed denial will become final on the 30th day after the date of the Notification Determination Letter.

For a parent/caregiver/DFCS to obtain a reconsideration of an initial decision, a written request must be received at the Alliant Health Solutions Medical Review Team's address:

Alliant/Alliant Health Solutions
PO Box 105406
Atlanta, GA 30348
Attention: GAPP Review Nurse

Within thirty (30) days of the date of the Notification / Determination letter of the proposed adverse action, or the denial or reduction of service. The request must include all grounds for a reconsideration and must be accompanied by all supporting documentation from a physician and explanation that the parents want the GAPP Medical Review Team to reconsider the initial determination. The parents must request the reconsideration for the child in writing. Letters requesting reconsideration of an initial decision that are not accompanied by supporting documentation will not be considered.

For a child in foster care, it is the DFCS Supervisor or designee that must request the reconsideration request for the member. A Change Request should not be submitted during the reconsideration period.

805 Right to Appeal and Fair Hearing

Members have the right to appeal the Final Determination Letter by Alliant Health Solutions for the following actions:

A. Denial of applications for admission

B. Reduction in services

C. Denial of eligibility

D. Termination of services

E. Parents/Caregivers and DFCS County Supervisors of the member shall receive written notice of any of the referenced actions of the Alliant Health Solutions.

F. For a child in foster care, it is the DFCS Supervisor or designee that must request the hearing for the member

Request for a Fair Hearing Before an Administrative Law Judge

After the reconsideration process has been conducted and if the issue was not resolved to the parent/DFCS satisfaction, parent/DFCS may request a fair hearing (and continuation of services, if applicable) before an Administrative Law judge within thirty (30) calendar days from the date of the Final Adverse Action Determination Letter sent to:

DCH Legal Services
2 Peachtree St.- 40th
Floor Atlanta, GA. 30303

Parents/DFCS must state the specific reasons for requesting the hearing. Additionally, parent/DFCS must include a copy of the Final Determination Letter with the hearing request. The "Notice of Your Right to a Hearing" shall accompany the Initial and Final Determination Letter. If the Department's decision is upheld at the hearing, the parents will be notified of the judge's decision (DCH will forward a copy of the decision to Alliant Health Solutions. The decision from the Administrative Law judge will include appeal rights for any party dissatisfied with the decision. Provider may submit additional information at any time during the appeals process, but a complete packet is required at least every three months while the member is an appeals status.

806 Discharge of Members

A. Georgia Pediatric Program (GAPP) providers must maintain adequate documentation regarding the clinical status of a child that they provide service to. A recommendation for discharge from the program should be made to the child's physician if appropriate.

B. The nursing agency's case manager must coordinate discharge planning in consultation with the member's caregiver, provider and the member's physician. The nursing Agency must consider the following factors in discharge planning and provide a completed Appendix D to the Alliant Health Solutions MRT as well as the GAPP Program Specialist.

   1. The medical stability of the member.
   2. The medical necessity statement.
   3. Evaluation of progress to date by the physician and the Alliant Health Solutions Medical Review team.
   4. Identification that there is no medical necessity for skilled nursing and/or personal care support and the need to discharge to from GAPP Discharge of Members from participation in the Georgia Pediatric Program (GAPP) occurs when:

1. Alliant Health Solutions Medical Review Team, the nursing agency's case manager and/or member's physician determines that the member is no longer appropriate or eligible for services under the Georgia Pediatric Program (GAPP). The nursing agency may submit written recommendations (Appendix D) for termination from the Georgia Pediatric Program (GAPP), or transfer to another provider to Alliant Health Solutions. The recommendation to terminate must include documentation supporting their recommendation to terminate services.

2. The Department of Community Health Program Integrity staff recommends in writing that a member be discharged from service.

3. The enrolled member has not required skills care and/or personal care support within the last 30 days in the Georgia Pediatric Program (GAPP).

4. Member's caregiver(s) or member's representative consistently refuse service(s) for the child or fails to cooperate in the agreed upon plan of care or fails to adhere to other program requirements for participation in the Georgia Pediatric Program (GAPP).

5. Member's caregiver fails to adhere to the conditions of the Letter of Understanding.

6. Member enters a nursing facility. The nursing agency must send discharge notices immediately to the Alliant Health Solutions Medical Review Team upon the member's placement in a nursing facility.

7. Member's caregiver(s) engages in and/or allow illegal activities in the home; or member's Caregiver(s) or others living in the home have inflicted or threatened bodily harm to another person within the past thirty (30) calendar days.

8. Member's caregivers/representative requests member to be discharged.

9. Member's caregivers/representative consistently refuse to comply with treatment(s).

10. Member is no longer Medicaid eligible.

Exceptions to Discharge Regulations

When a Georgia Pediatric Program (GAPP) member is discharged from the program; the nursing agency must deliver service through the effective date of discharge (30 days) EXCEPT when any one of the following occurs:

1. Member expires

2. Member's caregiver(s) or representative requests a change in providers or requests termination of services immediately.

3. When termination of the service is requested sooner than thirty (30) days by the member's caregiver the Georgia Pediatric Program (GAPP) nursing agency may comply with the request and the nursing agency must maintain documentation of the request in the clinical record as well as the submission of the Appendix D.

4. The nursing agency is no longer able to provide appropriate staff to render the services to the member. The agency should continue services until the member can be transferred to another GAPP agency for care.

5. When Program Integrity recommends member's discharge.

6. When a member is no longer Medicaid eligible.

7. When an unsafe home environment has been documented to DFCS, Alliant Health Solutions and DCH. Providers must send a written notice to the member's caregiver/representative as well as the GAPP Program Specialist within thirty (30) days prior to actual discharge date.

807 Transition of Children from Georgia Pediatric Program (GAPP) to an adult Waiver or Other Adult Program (Revised07/13):

Six months to one year prior to a child's twenty-first (21st) birthday, a transitional process will begin to assess the GAPP child for ICWP services. The following prices will take place when the child is transitioned from GAPP into ICWP.

- The child's medical records will be reviewed by the Alliant Health Solutions ICWP review nurse to determine if the child meets the general eligibility criteria for the ICWP.

- If the child meets the general eligibility criteria, the Alliant Health Solutions ICWP review nurse will send the family and/or applicant an introductory letter with an ICWP packet six months to one year prior to the applicant's birthday.

- The application will be mailed to the parent or legal guardian by Alliant Health Solutions by the sixth (6^{th}) month prior to the applicant's 21^{st} birthday. The application must be returned by the applicant within 15 days of the date of the letter. Failure to return the application may result in forfeiture of a slot by the applicant.

- A nurse from Alliant Health Solutions will contact the applicant or applicant's representative to schedule an assessment date within 30 days of receipt of the returned application

- At the time of the assessment, the Alliant Health Solutions nurse will inform the applicant or applicant's representative of the services offered under the ICWP. If the application was not returned by the applicant or applicant's representative, a final letter will be sent notifying the applicant of ineligibility for the ICWP.

- Once the assessment is completed an approval or denial letter is sent to the applicant or applicant's representative within 30 days of the completed assessment.

- If the applicant is approved for ICWP services, the approval letter will inform the applicant or applicant's representative to select a case manager from the case manager list provided in the letter. The applicant or representative must notify Alliant Health Solutions within two weeks of the selected case manager

- Once the case manager has been selected by the applicant or applicant's representative, Alliant Health Solutions will send the selected case manager all the required documents to ensure the member will begin services the day he or she turns 21.

- The ICWP member services cannot begin before the applicant's 21^{st} birthday.

- If the applicant is denied ICWP services, a denial letter will be sent to the member within 30 days of the assessment, and rights to appeal will be attached to the letter. Alliant Health Solutions nurse may also refer the applicant to apply to another Medicaid program.

808 Georgia Pediatric Program (GAPP) and Hospice Services

808.1 GAPP: In-Home Skilled Nursing Care and Waiver Services

An individual currently enrolled in the GAPP Program's In-Home Nursing Care Program that has been diagnosed with a terminal illness may elect to enroll in the Hospice program. The GAPP member may receive some services that are determined not to be duplicative of hospice services.

808.2 Concurrent Care

Effective 3/23/10, children no longer are required to forego curative care when electing hospice. Hospice Services and supports to children continue to include pain, symptom management and family counseling provided by specialty trained hospice staff. Duplication of concurrent curative care and hospice services is not permitted. If a member has elected hospice and is in another Medicaid program, it is incumbent upon the Hospice provider to coordinate the multiple plans of care and eliminate the duplication of Medicaid services. Once conducted, both the hospice and other Medicaid provider must document coordination activities and retain such documentation and resulting coordinated plans of care in the member's medical record.

Hospice skilled nursing is intermittent in nature for symptom and crisis management while the GAPP nursing is provided in shifts for routine nursing care relating to all member's skilled nursing needs based on medical necessity.

It would be anticipated that the hospice nurse and the GAPP nurse would sometimes be in the home at the same time which would allow for assuring that the coordinated plan of care continues to be current and applicable to the member and family needs.

The hospice provider will initiate contact with the GAPP nursing agency to develop a coordinated Plan of Care. This coordinated POC will be kept in the member's home as well as sending a copy to the Alliant Health Solutions Medical Review Team with the member's PA request for GAPP services.

Upon choosing hospice services, the member will maintain a hospice lock-ins with the hospice as the primary for care coordination with the hospice nurse providing in home service at least once per week to assure continued coordination of care with GAPP services.

Personal care support services will be provided for by the Hospice provider of record.

808.3 Service Limitations Under the GAPP Program

Refer to Section 704

809 Termination of Provider Services to Member

A. The nursing agency must notify the Alliant Health Solutions Medical Review Team and the GAPP Program Specialist (via an appendix D) when member services are terminated or transferred, the reason for the termination and the effective date of the termination.

B. A Notice of Discharge must be submitted to the Alliant Health Solutions Medical Review Team/GAPP Program Specialist within one week following discharge (See Appendix D).

C. Service providers must provide written notice of discharge to Georgia Pediatric Program (GAPP) members at least thirty (30) calendar days prior to the effective date of information.

D. The Nursing agency will work with members' caregiver(s) to locate another provider effective the date of the current provider's termination.

E. The provider will notify DCH and Alliant Health Solutions Medical Review Team of their intent to terminate enrollment in the Georgia Pediatric Program.

F. When terminating provider enrollment, the provider must provide written notice of discharge to Georgia Pediatric Program (GAPP) members and Department of Community Health at least thirty (30) calendar days prior to the effective date of termination.

G. The current provider agency should work with members to locate another service nursing agency effective the date of the current provider's termination.

H. The DCH will authorize Alliant Health Solutions to terminate the provider enrollment number and the provider's authorization to receive reimbursement.

Georgia Pediatric Program (GAPP)

PART II – CHAPTER 900
SCOPE OF SERVICES

GENERAL

901 In-Home Nursing Services

Effective August 2016, nurses caring for children for the Georgia Pediatric Program must have experience in caring for patients with special health care needs. In determining whether a professional nurse may perform a service, consideration must be given to the inherent complexity of the services, the condition of the patient and the patient's skilled nursing needs. GAPP Provider agencies will maintain documentation of the professional nurses' ongoing qualifications to provide services to GAPP member. The services authorized and provided will vary based on the specific medical needs of the member authorized to receive such services.

I. **Services Which May Be Provided by A Registered Nurse Include:**

A. Initial evaluation visit;

B. Re-evaluation of patients' skilled nursing/PSS needs;

C. Initial plan of treatment

D. Preparation of the clinical progress notes;

E. Coordination of services;

F. Informing the physician and other personnel of changes in the patients' condition or needs;

G. Patient and family teaching;

H. Development of teaching plan and caregiver(s) Competency checklist;

I. Supervision and teaching other nursing personnel (supervisory visits must be performed by the R.N. at least monthly but not less than 20 days apart or every two weeks for personal care support and documented in the clinical record); LPN's may perform supervisory visits for personal care support personnel.

J. Administration of medications and treatments as prescribed by a physician in accordance with Section 905.2 of this manual and currently accepted standards of medical practice;

K. Total patient care; and

L. Written assessments to recommend tapering of skilled nursing/PSS hours or discharge from the Program.

M. Other services in accordance with and as outlined in the Georgia Registered Professional Nurse Practice Act.

II. **Services Which May Be Provided By A Licensed Practical Nurse Include:**

A. Any services in accordance with and as outlined in the Georgia Practical Nurses Practice Act and listed in the PPOT/Nursing POC.

B. LPN's may do supervision of personal care support personnel.

C. Supervision of PSS aide should be co-signed and dated by RN within 10 business days.

IIII. **Services Which May Not Be Provided By A Licensed Practical Nurse Include:**

A. The initial evaluation visit of an applicant or member.

B. Initiation of plan of treatment.

C. Supervisor responsibilities unless otherwise specified for personal care support personnel.

IV. **Staffing Qualification and Supervisory Responsibilities**

The GAPP provider agency ensures that individuals entering members' homes accomplish tasks timely and competently while maintaining the rights, safety, choiceand dignity of each member in accordance with the physician's plan of treatment and the agency's plan of care that is established for each member.

The GAPP provider agency will notify DCH of newly hired nursing staff by providing Resume showing appropriate experience, along with the required documentation of CPR, and an attestation that the new employee has read and understands GAPP policy.

RN Supervisor

A. Qualifications of The RN Supervisor Include:

1. A current Georgia RN license to practice nursing and render services in accordance with the provisions of the Georgia Registered Professional Nurse Practice Act, O.C.G.A. 43-26-1 et seq.

2. Experience working with medically fragile patients and experience in home health is preferred.

3. Knowledge of current methods of home management, the provision of skilled nursing/PSS care, the ability to supervise and coordinate the work of others, to evaluate situations and make decisions, and to communicate and deal effectively with others.

4. Working knowledge of *Rules and Regulations for Private Home Care Providers Chapter 290-5-54*.

5. Working knowledge of the policies and procedures of the GAPP.

B. Duties of The RN Supervisor Include:

1. Monitoring and supervising the care of those members receiving services under a valid PA for GAPP services.

2. Reviewing referrals for the GAPP, evaluating the member's skilled needs during initial and subsequent visits, and identifying and assigning the appropriate staff to provide the member care needed.

3. Developing and revising the member care plan as appropriate and reviewing the content of member care plans during each supervisory visit and communicating all revisions to appropriate staff.

4. Supervising personal care support personnel may be supervised by an LPN. RN must co-sign and date the LPN supervisory visit within 10 business days

5. Completing supervisory assessments to include observations of each Personal Care Support caregiver or LPN providing care to the GAPP member (See Section 905 for requirements relating to supervisory notes).

6. Arranging for orientation of each Personal Care Support personnel or LPN to each GAPP member for which they are providing care.

7. Completing the monthly supervisory assessment.

8. Supervisory visits are **NOT** billable through Medicaid.

Note: See Section 903.1 for further information regarding Personal Care Support personnel.

Forms of Transportation for the medically fragile GAPP member

1. State's Non-Emergency Transportation (NEMT) System. See Appendix H for additional information.

2. Ambulance transportation can be requested for members who are extremely medically fragile with multiple needs; i.e., members who are on the ventilator. Ambulance transportation must receive precertification per Medicaid's Emergency Ambulance Service (See excerpt below).

3. A member's agency personnel may travel with the caregiver when NET or Ambulance transportation is not appropriate. GAPP agencies who allow their nursing personnel to travel with members outside of the NET network must have appropriate policies and procedures to govern such transportation and assume all liability for allowing staff to travel outside of the home with the member.

Non-Emergency Ambulance Transportation

All non-emergency ambulance transportation must be prior approved. Non- emergency is defined as ambulance transportation not an emergency nature but the member requires services that can only be provided by a licensed EMT-B or higher as defined by the scope of practice set by the Georgia's regulatory authority. Examples include but are not limited to; initiating or maintain IV fluids, establishing/maintaining airway or suctioning, monitoring or regulatory oxygen therapy, etc.

Certification of Medical Necessity

Medical necessity exists when the patient's physical condition prohibits use of any method of transportation except ambulance service. No payment will be made for ambulance service if another means of transportation could be used without endangering the member's health. A written certification of medical necessity (CMN) signed and dated by a physician or their designee must be obtained for each ambulance service and kept on file with the provider's copy of the claim. The physician's certification of medical necessity indicates that the member's condition requires medically necessary transportation by an ambulance service and other means of transportation would be inappropriate and could further endanger the member's health.

For full information on ambulance transportation, please refer to Medicaid's Emergency Ambulance Services manual found at valid. Under provider information.

902 Personal Care Support Personnel

Personal Care Support personnel provide personal care assistance such as feeding, bathing, dressing, personal hygiene, preparation of meals, light housekeeping tasks, and other activities of daily living. **NOTE: As of January 1, 2018, it can be seen as a policy violation if providers do not make caregivers aware of personal support services and/or fail to request these services when appropriate.**

It is the goal that all skilled nursing, as well as, any personal care support services be approved and provided by a GAPP approved agency (April, 2016), i.e., Members may apply to other Medicaid Programs such as CCSP and/or SOURCE if these services cannot be provided through a GAPP provider, and other program services cannot be duplicative.

A. Description – Personal Care Support service will be provided by staff members who are appropriately trained and certified by the nursing agency.

B. Nursing Agency Licensure – Georgia Pediatric Program (GAPP) Certified Nursing Assistant providers must have a Private Home Care Provider's License or Home Health Aide permit from the Department of Human Resources. Offices of Regulatory Services when applying to be a Medicaid provider and must be enrolled in the Georgia Pediatric Program (GAPP).

C. Training Up-date Package or Proposal – Training Update programs must be developed for all Personal Care Support personnel by providers and must include all areas of training specified in the policies and procedures manual. The plan should include: the outline for updating the Personal Care Support personnel training, frequency of updating skills, the specific topics that will be covered, and how training will be coordinated to ensure that all staff members receive additional training.

1. Maintain a detailed summary of the Personal Support Care personnel qualifications and update of training.

2. Supervisory visits are **NOT** billable to Medicaid

Qualifications of the Personal Support Care Personnel Staff Include:

1. Ability to read, write, and follow verbal and/or written orders given.

2. Ability to complete legible written reports of care given.

3. Must possess a Certified Nursing Assistance Certification from the Department of Human Resources, Office of Regulatory Services; **OR**;

Pass status for a written competency examination approved by the National League of Nursing, Community and Home Accreditation Program (CHAP); or Joint Commission on Accreditation of Healthcare Organization (JCAHO); or National Home Care (NAHC) or;

Complete a total of 40 hours of training by the GAPP provider agency. The Personal Care Support personnel completes at least 20 hours of this training prior to caring for members and then completes an additional 20 hours of training within the first six months of employment.

903 Training Documentation

The provider must certify that all patient care staff have met and completed all training and certification requirements. Staff must indicate by signature and date, completion of each area of training. All training must be documented and maintained in the employee's personnel file.

The GAPP provider must regularly evaluate staff performance to ensure quality of the member's care.

Provider Training for Personal Care Support Personnel

Specific Training Requirements – Individuals providing personal care support services must have completed training in all of the following areas prior to delivery of services:

A. CPR and Basic First Aid

B. Emergency procedures

C. Assistance with medications

D. Specialized procedures

The following training requirements must be completed by staff within ninety (90) days of direct member care:

A. An infection control course.

B. Circumstance and/or conditions, which require reporting to supervisory staff and/or appropriate authorities.

C. Personal hygiene needs and techniques for assisting with activities of daily living, such as bathing, grooming, skin care, transfer, ambulation, exercises, feeding, dressing, and use of adaptive aids and equipment.

D. Basic nutrition.

E. Home maintenance management.

F. Body systems and functions.

G. Chronic illness and disability, including causes, terms, and the effects on the member and the member's family.

H. The need for confidentiality regarding the services being provided.

I. Communication and interpersonal skills.

J. Agency policies and procedures.

K. Assistance with homemaking activities such as meal preparation and clean-up, house cleaning, simple household repairs and maintenance, laundry and shopping. All activities should be directly related to the member and/or his/her personal living space.

General Staff Training and Orientation

1. Initial and annual assessment of clinical competence.

2. On-going training and re-training as necessary.

3. Case specific orientation.

4. Employee training record must indicate the name of Course, time spent and/or time credited for Course, date completed and employee and supervisor's signature.

904 Personal Care Support Supervision (April.2016)

Please See Supervisory Assessment

Georgia's Pediatric Program (GAPP) provider must ensure that the Personal Care Support hours are approved in the Plan of Care by the Alliant Health Solutions Medical Review Team. Documentation must support that the services were rendered and that the hours are appropriate and necessary for the care of the member.

905 Documentation

905.1 The Clinical Record

The nursing agency must establish and maintain at the agency's office a current clinical record on all patients admitted to the agency. While the member is receiving services, records below marked with an asterisk should be kept with the member. These records shall be kept in accordance with currently accepted standards of medical and/or nursing practice and must include at a minimum:

A. Appropriate patient identifying information, including current directions to the patient's home from the provider's location;

B. The name of the patient's primary care physician*;

C. Pertinent past and current findings*;

D. Signed and dated narrative nursing notes written the day the service is rendered by the providing member of the health team*;

E. Current medical plan of treatment* (PPOT) signed and dated by the attending physician every sixty to ninety (60 or 90) days.

F. A current copy of the completed DMA-80 from the medical review unit; as well as the DMA-6A.

G. Copies of summary reports sent to the physician at least every sixty to ninety (60-90) days;

H. Discharge summary when applicable;

I. Provider care plan signed and dated at least every sixty to ninety (60-90) days*;

J. Detailed teaching plan signed and dated by the primary caregiver(s)*. This document should be maintained in the member's home and updated as necessary.

K. Monthly supervisory assessments dated and signed by the RN

L. A copy of the Letter of Understanding

M. A copy of the Freedom of Choice Form;

N. A copy of the Determination Letter of Notification

O. A copy of the Nursing Assessment Form*

P. A current IEP is required on all GAPP members if one is in effect. See Appendix S. A current IEP is a required document for admission to the GAPP Program if one is in effect.

Q. All original forms and signed documents (Letter of Notification with signatures, etc.) will now be kept in the nursing agency's file for audit and/or inspection purposes. Legible copies and copies of complete pages of original documents must be uploaded to Alliant Health Solutions Medical Review Team for review with the complete application packets.

905.2 The Medical Plan of Treatment (PPOT- Appendix Y)

A. An individual medical plan of treatment (Appendix Y) must be developed for each patient by the attending physician, in consultation with the agency staff and other attending professionals. This plan of treatment is the document by which the physician delegates the authority to the nursing staff to perform certain medical services, which are necessary for the health of the patient. The plan should address all pertinent diagnoses, mental status, types of services and equipment, required frequency of visits, rehabilitation potential, functional limitations, activities permitted, nutritional requirements, medications and treatments, safety measures, discharge planning, and other appropriate items.

B. Effective April 1, 2018, the total plan of treatment must be developed, signed and dated by the member's attending physician and the agency personnel as often as the severity of the patient's condition requires, or at least every sixty to ninety (60-90) days. Effective February 15, 2011, the plan of treatment must be signed and dated by the attending physician within thirty (30) days of the beginning of each signature within thirty (30) days.

C. Effective January 1, 2023, providers MUST utilize Appendix Y as the PPOT. A LOMN may also be submitted along with the Appendix Y.

905.3 Clinical Notes

The clinical records must include Narrative Skilled Nursing progress notes detailing care provided to the member. The notes should be written by all personnel for each service provided. These narrative notes should include all information pertaining to the patient. Any problems reported by a patient or family must be addressed in these notes. The notes should include on-going evaluations regarding the progress made with teach plan. Progress notes must be maintained on a continuous basis and should also include daily documentation of all treatments and medications administered by the nurse. Services should be performed and documented according to the physician's orders and the Plan of Treatment. Note: Narrative PSS notes are optional. However, documentation of what PSS Services were provided must be documented.

A care task list/service record form (daily activity checklist/summary) of daily ADL tasks is required for on-going PSS services. The care task list/service record form is to be initiated by both the member/member representative and PSS aide on each date of service and signed weekly or bi-weekly by the member/member representative and PSS aide.

Seizure logs should be provided if seizures activity exists. Seizure logs should provide date/ time, documentation of seizure type, duration, interventions required and response by member. Effective January 1, 2023, providers may utilize Appendix AA – Generic Seizure Log.

905.4 Documentation of Medically Necessary Needs

This includes the member's condition, change or progress, new problems identified, patient's vital signs, complaints, description of wounds, etc. It must reflect the need for continuation or adjustment of services rendered.

905.5 Provider Nursing Care Plan

The provider nursing care plan is an extension of the medical plan of treatment and is required for skilled nursing and PSS services. The medical plan of treatment is the physician's orders. The provider care plan reflects the provider agency's plan to carry out the physician's orders. It must indicate the individualized teaching plan (Caregivers Competency Checklist) to be utilized and provide updates regarding the accomplishments of goals. It must be signed and dated by the provider RN. And the members caregiver. It should be reviewed and revised as often as the severity of the clients' condition requires or a minimum of every renewal period..

905.6 Prior Authorization Request–DMA-80

All requests for prior approval are submitted electronically via the GAMMIS Medical Review Portal. Detailed instructions for completing the DMA-80 are provided in Appendix F.

905.7 Teaching Plan / Caregiver Skills Checklist

The GAPP provider will work with the physician and the caregiver(s) to determine the most appropriate teaching plan for the parents/legal guardian of the GAPP member.

The skilled nursing teaching plan facilitates education for parents, guardians and other representatives and provides for the measurement and documentation of skills and knowledge.

An individualized detailed teaching plan /caregiver skills checklist is developed for each patient by the provider agency, physician and other treating professionals. The teaching plan is required for skilled nursing services, but does not have to be developed when only provided PSS. The plan should cover all aspects of patient care and incorporates the learning needs of the caregiver(s). When parental teaching is performed, the plan must list each procedure to be performed, the date that the procedure is demonstrated, the date of return demonstrations, the date the procedure is performed with assistance and the date the procedure is performed independently.

The teaching plan / caregiver skills checklist should be maintained in the home and updated as necessary. When parental teaching is performed, the teaching goals and accomplishments should be documented in the progress notes and on the caregiver skills checklist. The notes should contain documentation that the parent/representative has expressed confidence in his/her ability to perform the task.

905.8 Supervisory Assessments

Effective November 15, 2019, the supervisory requirements for the GAPP program are as follows:

Supervision of the LPN must be performed by a Georgia licensed Registered Nurse

- Low Acuity Members* : Supervision shall occur monthly alternating between a face-to-face visit and a phone call from the supervising nurse to the caregiver and LPN.
- High Acuity Members* : Direct visual face-to-face supervision every month but no less than 20 days between the visits.
- New admissions would require a face-to-face supervisory visit in the first 30 days.
- All supervisory activities shall be documented in the clinical record.

Supervision of Personal Care Support personnel must be performed by a Georgia Licensed Registered Nurse or a Licensed Practical Nurse.

- Low Acuity Members* : Supervision shall occur monthly alternating between a face-to-face visit and a phone call from the supervising nurse to both the aide and caregiver.
- High Acuity Members* : Direct visual face-to-face supervision (with aide present) every month but no less than 20 days after the previous face-to-face visit.
- New admissions would require a face-to-face supervisory visit in the first 30 days.
- Agency to agency transfers require a face-to-face supervisory visit with the first 30 days of the transfer to the receiving GAPP agency.
- All supervisory activities shall be documented in the clinical record.

Note: If a complaint or issue presents that would necessitate a Sentinel Events; i.e., an occurrence that would affect a member's safety, health or well-being, a supervisory visit will be performed within 24 hours (or next business day).

*Acuity level relates to GAPP Policy 801 C – Low acuity would be members receiving 39 hours of service or less and high acuity would be members receiving greater than 40 hours of service or greater.

Please call the GAPP Program Specialist at (404) 657–7882 or e-mail at scollins@dch.ga.gov with any questions

905.9 Medical Necessity–Admission or Continued Stay Supplement (Appendix I a)

The Medical Necessity – Admission or Continued Stay Statement supplement (Appendix I a) provides ancillary information regarding other pertinent member information relative to the request for services.

NOTE: An incomplete Appendix Ia will constitute an incomplete packet and can be seen as a violation of GAPP policy and will delay the medical review.

905.10 Letter of Understanding

The Letter of Understanding must be signed and dated during the pre-admission planning meeting. The purpose of the letter is to certify complete understanding of the requirements for participation in the Georgia Pediatric program. The Letter of Understanding must be submitted maintained in the member's file in the event of an audit.

905.11 Freedom of Choice Form

The Freedom of Choice Form must be signed and dated by the member or the member's representative during the pre-admission planning meeting and annually thereafter. The purpose of the form is to certify that the member or the member's representative made an informed choice regarding service option(s) See Appendix G).

905.12 Letter of Notification (LON)

This letter notifies the caregivers and physician of the hours of skilled nursing and/or personal care support that has been approved for the member. The letter must be reviewed by the GAPP agency and the caregivers, signed and dated by both and attached to the DMA80 within 30 calendar days. The nursing agency is responsible for attaching the signed Letter of Notification to Georgia Medical Care Foundation.

Providers should not begin services without an approved LON

905.13 Review and Audits

In order to ensure compliance with the policies and procedures set forth in this manual, representatives of the DCH may conduct onsite reviews and audits of provider agencies enrolled with the Department. The reviews and audits will be conducted to determine the medical necessity for services, whether services reported have been performed and whether the provision of care meets currently accepted standards of practice, as well as compliance with GAPP policy. The reviews will include in-agency review of clinical and billing records and in- home patient assessments and all policy requirements. The DCH or its designee maintains the right to periodically review the need for continuation of services.

The Department will try to provide twenty-four (24) hour notice prior to reviews or audits; however, reviews and audits may be done with no priornotice.

Upon receipt of the audit or review report, the Department will notify the agency of the findings. Each agency will have fifteen (15) working days from the date of the report to respond to the Department with a corrective action plan which addresses the deficiencies identified in a responsive manner; states and describes the end result; indicates reasonable completion dates; and fully describes the methodology used to accomplish and complete the corrective action plan.

Failure to comply with the request for a corrective action plan may lead to adverse actions, including suspension or termination from the program.

The Department has no objection to agency personnel accompanying Departmental representatives on home visits; however, the following guidelines must be observed:

A. DCH representative and nursing agency personnel will travel in separate cars;

B. The time and place of the visitsare at the total discretion of the DCH representative; and,

C. Agency personnel must not interfere with the interview process.

906 **Non-Covered Services**

A. Services for individuals twenty-one (21) years of age and older.

B. Services for which prior authorization was not obtained and documented by the LON.

C. Services provided in a manner inconsistent with the provisions of this manual.

D. Services for individual requiring excessive hours of skilled nursing/PSS care for an extended period or for an indefinite period of time where skilled needs may best be served in a nursing facility.

E. Services rendered prior to the effective date of enrollment.

F. Services not contained in the physician's certified medical plan of treatment, which has been accepted by the by the Department/ Alliant Health Solutions Medical Review Team.

G. Respite care is not a covered service in the program. Other available resources must be pursued as additional member/family needs are identified, beyond the services provided in the GAPP program.

H. Skilled nursing care or personal care support services from another service or program without prior authorization from the Medical Review Team at Alliant Health Solutions

I. Payments to family members for care giving activities are prohibited under the Georgia Pediatric Program (GAPP).

Note: Family is defined as a person who is related by blood or adoption (includes foster parents) within the third degree of consanguinity, or by marriage. Third degree of consanguinity means mother, father, grandmother, grandfather, sister, brother, daughter, son, granddaughter, grandson, aunt, uncle, great aunt, great uncle, niece, nephew, grandniece, grandnephew, 1st cousins, 1st cousins once removed, and 2nd cousins.

J. Services rendered out of compliance with the terms and conditions of the provider's statement of participation and the provisions of this manual.

K. PeachCare members are ineligible for GAPP services

L. Skilled nursing or personal care support services from any other waiver program will not be approved for the GAPP member.

M. Services in excess of those deemed medically necessary by DCH, its agents or the federal government, for services not directly related to the child's diagnosis, symptoms or medical history, or for services rendered when the member is not

present

Georgia Pediatric Program (GAPP)

PART II – CHAPTER 1000
BASIS FOR REIMBURSEMENT

1001 Conditions of Reimbursement

The following conditions must be met for reimbursement to occur:

- Members must be approved for services by the Alliant Health Solutions Medical Review Unit (See Chapter 800).
- Department approval and acceptance of the Statement of Participation.
- All other sources services must be considered prior to seeking a PA for reimbursement from the Department of Community health. Medicaid is the payer of the last resort.
- Services must be covered by the provisions of this manual.

This listing is not all-inclusive; it is intended to describe the most basic elements prerequisite to receiving reimbursement. Recovery of payments made to providers may be effectuated under the other applicable provisions in Part I of the Policies and Procedures manual, including, but not limited to, Section 405.

1002 Reimbursement Methodologies

The Department makes reimbursement to GAPP providers for services rendered at rates established by the Department of Medicaid (See Appendix C) and in accordance with the policies and procedures outlined in this manual.

Payments are made for specific authorized procedures and are limited to the lower of:

A. The actual charge for the service;

B. The Medicaid rate in effect on the date of service (See Appendix C); or

C. The provider's charge to private pay patients for the same services.

Nursing agencies should follow the billing instructions described in Appendix M.

Billing Practices

Bill the Department for only those services, which have been prior authorized by the Department and provided to members authorized specifically by the Department to receive them.

Do not bill the Department more than the rate charged private pay patients for similar services. The agency must maintain records of both Medicaid and private pay patients for a minimum of five years in order to document compliance with this provision.

Bill the Department for only completed services rendered in the patient's home. No reimbursement will be made for the efforts of providers to render services to patients not at home. Effective May 1, 2015, the Department will only accept electronic claims. Any paper claims submitted to the fiscal agent for payment will be returned to the provider.

Please refer to the Medicaid and PeachCare for Kids Part I Policies and Procedures Manual, Section 112 for more information. Also become aware of the Secondary Claims (TPL) Manual and Billing Manual.

Note: The GAPP Program does not allow providers to span their dates of service.

General Claims Submission Policy for Ordering, Prescribing, or Referring (OPR) Providers

The Affordable Care Act (ACA) requires physicians and other eligible practitioners who order, prescribe and refer items or services for Medicaid beneficiaries to be enrolled in the Georgia Medicaid Program. As a result, CMS expanded the claim editing requirements in Section 1833(q) of the Social Security Act and the providers' definitions in section 1861r and 1842(b)(18)C. Therefore, claims for services that are ordered, prescribed, or referred must indicate who the ordering, prescribing, or referring (OPR) practitioner is. The department will utilize an enrolled OPR provider identification number for this purpose. Any OPR physicians or other eligible practitioners who are NOT already enrolled in Medicaid as participating (i.e., billing) providers must enroll separately as OPR Providers. The National Provider Identifier (NPI) of the OPR Provider must be included on the claim submitted by the participating, i.e., rendering, provider. If the NPI of the OPR Provider noted on the Georgia Medicaid claim is associated with a provider who is not enrolled in the Georgia Medicaid program, **the claim cannot be paid**.

Effective 4/1/2014, DCH will begin editing claims submitted through the web, EDI and on CMS-1500 forms for the presence of an ordering, referring or prescribing provider as required by program policy. The edit will be informational until 6/1/2014. Effective 6/1/2014, the ordering, prescribing and referring information will become a mandatory field and claims that do not contain the information as required by policy will begin to deny.

For the NEW CMS-1500 claim form:
Enter qualifiers to indicate if the claim has an ordering, referring, or prescribing provider to the left of the dotted line in box 17 (Ordering = DK; Referring = DN or Supervising = DQ).

For claims entered via the web:
Claims headers were updated to accept ordering or referring Provider ID and name for Dental and Institutional claims and the referring provider's name for Professional claims. The claim detail was updated to accept an ordering or referring provider ID and name. Utilize the "ordering" provider field for claims that require a prescribing physician.

For Claims transmitted via EDI:
The 837 D, I, and P companion guides were updated to specifically point out the provider loops that capture the rendering, ordering, prescribing, referring and service facility provider information that is not used to transmit OPR information.

The following resources are available for more information:

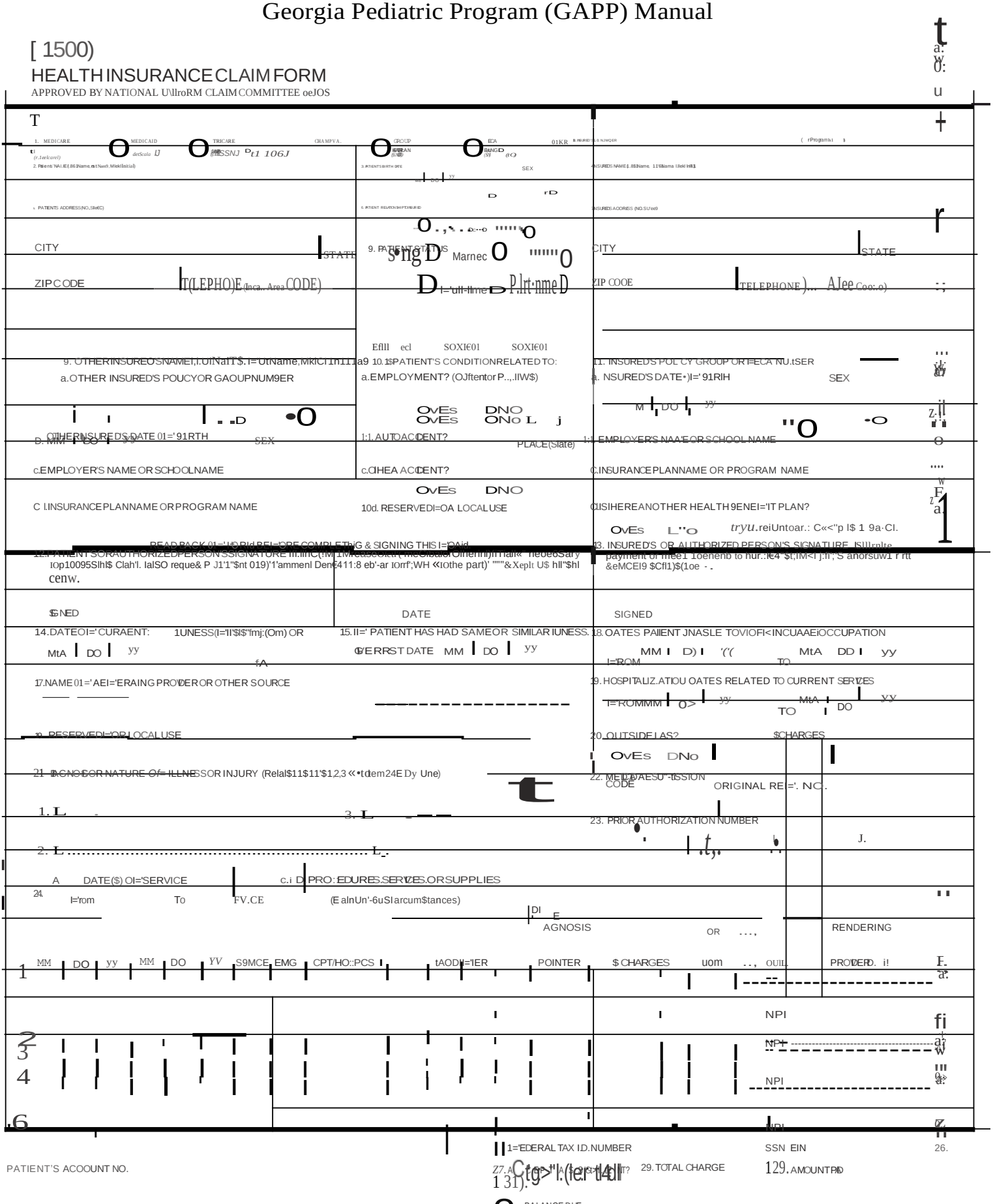
- Access the department's DCH-O newsletter and FAQs at
  http://dch.georgia.gov/publications

- Search to see if a provider is enrolled at
  https://www.mmis.georgia.gov/portal/default.aspx

Click on Provider Enrollment/Provider Contract Status. Enter Provider ID or NPI and provider's last name.

- Access a provider listing at:
  https://www.mmis.georgia.gov/portal/portal/PubAccess.Provider%20Information/Provider%20Notices/ ta bID/53/Default.aspx

Click on Georgia Medicaid FFS Provider Listing or OPR Only Provider Listing



[1500)

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL U\llroRM CLAIM COMMITTEE oeJOS

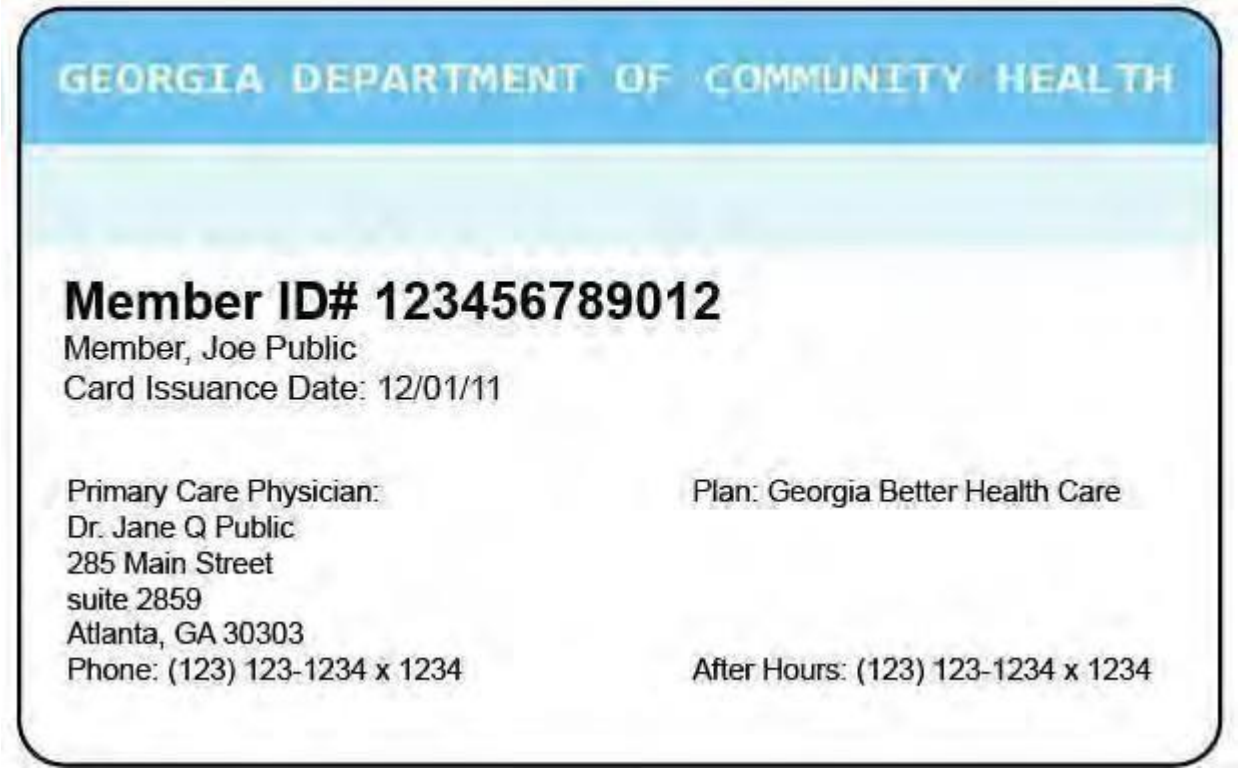
- The following table outlines the revised changes on the above CMS 1500 claim form version 02/12:

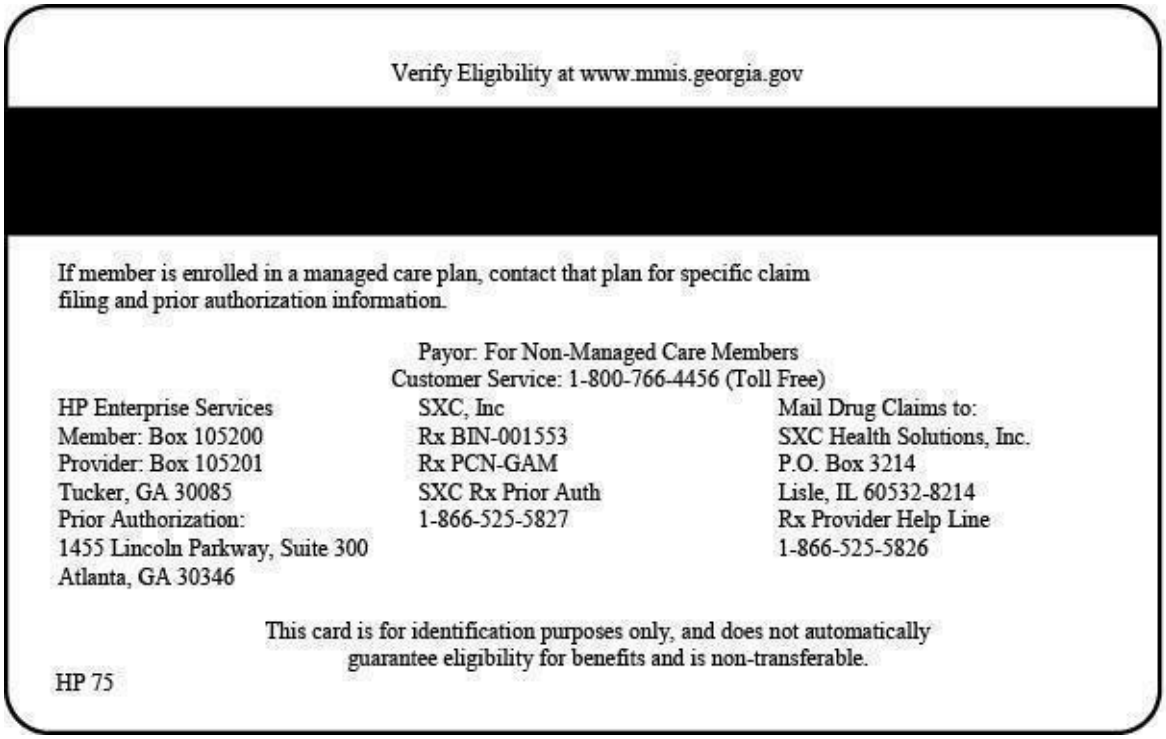
FLD Location	NEW Change
Header	Replaced 1500 rectangular symbol with black and white two-dimensional QR Code (Quick Response Code)
Header	Added "(NUCC)" after "APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE."
Header	Replaced "08/05" with "02/12"
Item Number 1	Changed "TRICARE CHAMPUS" to "TRICARE" and changed "(Sponsor's SSN)" to "(ID#/DoD#)."
Item Number 1	Changed "(SSN or ID)" to "(ID#)" under GROUP HEALTH PLAN"
Item Number 1	Changed "(SSN)" to "(ID#)" under "FECA BLK LUNG."
Item Number 1	Change "(ID)" to "(ID#)" under "OTHER."
Item Number 8	Deleted "PATIENT STATUS" and content of field. Changed title to "**RESERVED FORNUCC USE**."
Item Number 9b	Deleted "OTHER INSURED's DATE OF BIRTH, SEX."
Item Number 9c	Deleted "EMPLOYER'S NAME OR SCHOOL." Changed title to "**RESERVED FORNUCC USE**."
Item Number 10d	Changed title from "RESERVED FOR LOCAL USE" to "CLAIM CODES (Designated by NUCC)." **Field 10d is being changed to receive Worker's Compensation codes or Condition codes approved by NUCC.** **FORDCH/HP:** FLD 10d on the OLD Form CMS 1500 Claim (08/05) will no longer support receiving the Medicare provider ID.
Item Number 11b	Deleted "EMPLOYER'S NAME OR SCHOOL." Changed title to **"OTHER CLAIMID** (Designated by NUCC)". Added dotted line in the left-hand side of the field to accommodate a 2-byte qualifier.
Item Number 11d	Changed "If yes, return to and complete Item 9 a-d" to "If yes, complete items 9, 9a, and 9d." (Is there another Health Benefit Plan?)
Item Number 14	Changed title to "DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (LMP)." Removed the arrow and text in the right-hand side of the field. Added "QUAL." with a dotted line to accommodate a 3-byte qualifier." **FORDCH/HP: Use Qualifiers: 431 (onset of current illness); 484 (LMP); or 453 (Estimated Delivery Date)**.
Item Number 15	Changed title from 'IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS. GIVE FIRST DATE" to "OTHER DATE." Added "QUALIFIER." with two dotted lines to accommodate a 3-byte qualifier: 454 (Initial Treatment); 304 (Latest Visit or Consultation); 453 (Acute Manifestation of a Chronic Condition); 439 (Accident); 455 (Last X-ray); 471 (Prescription); 090 (Report Start [Assumed Care Date); 091 (Report End [Relinquished Care Date); 444 (First

	Visit or Consultation).
Item Number 17	Added a dotted line in the left-hand side of the field to accommodate a 2-byte qualifier – **Used by Medicare** for identifiers for provider roles: Ordering, Referring and Supervising. **FORDCH/HP:** Use the following Ordering Provider, Referring, Supervising Qualifiers (**effective 4/01/2014**): **Ordering = DK; Referring = DN or Supervising = DQ.**
Item Number 19	Changed title from "RESERVED FOR LOCAL USE " to "ADDITIONAL CLAIM INFORMATION (Designated by NUCC)." **FORDCH/HP:** Remove the Health Check logic from field 19 and add it in **field 24H.**
Item Number 21	Changed instruction after title (Diagnosis or Nature of Illness or Injury) from "(Relate Items 1, 2, 3 or 4 to Item 24E by Line)" to "Relate A-L to service line below (24E)."
Item Number 21	Removed arrow pointing to 24E (Diagnosis Pointer).
Item Number 21	Added "ICD Indicator." and two dotted lines in the upper right-hand corner of the field to accommodate a 1-byte indicator. Use the highest level of code specificity in FLDLocator21. **Diagnosis Code ICD Indicator** - new logic to validate acceptable values(0,9). ICD-9 diagnoses (CM) codes = value 9; or ICD - 10 diagnoses (CM) codes = value 0. (Do not bill ICD 10 code sets before October 1, 2015.)
Item Number 21	Added 8 additional lines for diagnosis codes. Evenly space the diagnosis code lines within the
Item Number 21	Changed labels of diagnosis code lines to alpha characters (A-L)
Item Number 21	Removed the period within the diagnosis code lines
Item Number 22	Changed title from "MEDICAID RESUBMISSION" to "RESUBMISSION." The submission codes are: 7 (Replacement of prior claim) 8 (Void/cancel of prior claim)
Item Number 24A-24G (Supplemental Information)	The supplemental information is to be placed in the shaded section of 24A through 24G as defined in each Item Number. F FORDCH/HP: Item numbers 24A & 24G are used to capture Hemophilia drug units. 24H (EPSDT/Family Planning).
Item Number 30	Deleted "BALANCED DUE." Changed title to "**RESERVED FOR NUCC USE**."

APPENDIX A

Medicaid Member Identification Card Sample





APPENDIX B
STATEMENT OF PARTCIPATION

The new Statement of Participation is available in the Provider Enrollment Application Package which is available on-line at:

www.mmis.georgia.gov

APPENDIX C
SPECIAL PROCEDURE CODES

Georgia Pediatric Program (GAPP) In-Home Skilled Nursing/PSS

Description	National Code	Description	Modifier	Rate
RN In Home Skilled Nursing Care	S9123	Nursing in the home by Registered Nurse, per hour.		$11.69 per 15 minute unit
LPN In Home Skilled Nursing Care	S9124	Nursing in the home by Licensed Practical Nurse, per hour.		$10.24 per 15 minute unit
Personal Care Support	S9122	Home Health Aide or CNA, providing care In the home.		$5.00 per 15 minute unit

Rev. 07/18

Rev. 07/22

APPENDIX D

DISCHARGE/TRANSFER NOTICE FOR GEORGIA PEDIATRIC PROGRAM (GAPP)

PROVIDER NAME: _____

PROVIDER NUMBER: _____

PROVIDER ADDRESS: _____

_____

GAPP MEMBER NAME: _____

MEDICAID NUMBER: _____

STATUS: Discharge Transfer EFFECTICE DATE: _____

REASON FOR DISCHARGE/TRANSFER:

Member's caregiver/legal guardian requests member be discharged or transferred (circle one).
If transfer request specify reason:

_____
_____
_____

Member no longer has skilled nursing/PSS needs
Member expired
Child is no long Medicaid eligible.
UR staff recommends member removal from program.
Member has entered a nursing facility.
Agency issues. Please specify.

_____
_____

Member's caregiver/legal guardian engages in/or allows illegal activities in the home or member's caregivers or others living in the home have inflicted or threatened bodily harm to another person within the past 30 calendar days. (Must provide Incident Report stating facts of case).

Member's caregiver/legal guardians fails to adhere to the conditions of the "Letter of Understanding"

Member's caregiver/legal guardian consistently refused to comply with treatments

The nursing agency is no longer able to provide appropriate staff to render services to the member.

The member is transitioning to another waiver program:
ICWP CCSP SOURCE NOW

Nurse Signature: _____ Date: _____

Rev. 01/10

APPENDIX E

Type of Program:
☐ **TEFRA/Katie Beckett**
☐ **GAPP**
☐ **NOW/COMP**
☐ **SOURCE** ☐ **CCSP**

Section A– Identifying Information

1. Applicant's Name/Address:	2. Medicaid Number:	3. Social Security Number		
DFCS County_____		4. Sex	Age	4A. Birthdate
_ Mailing Address	5. Primary Care Physician			
	6. Applicant's Telephone #			

7. In the caretaker's opinion, would the child require institutionalization if the child did not receive community services? ☐ Yes ☐ No	8. Does child attend school? ☐ Yes ☐ No	9. Date of Medicaid Application / /

Name of Caregiver#1:_____ Name of Caregiver#2: _____

I hereby authorize the physician, facility or other health care provider named herein to disclose protected health information and release the medical records of the applicant/beneficiary to the Department of Community Health and the Department of Human Resources, as may be requested by those agencies, for the purpose of Medicaid eligibility determination. This authorization expires twelve (12) months from the date signed or when revoked by me, whichever comes first.

10. Signature: 11. Date:
(***Parent or other Legal Representative)***

Section B – Physician's Report and Recommendation

12. History: *(attach additional sheet if needed)*

13. Diagnosis 1) 2) 3) ***(Add attachment for additional diagnoses)***	1. ICD	2. ICD	3. ICD

14. **Medications**				15. **Diagnostic and Treatment Procedures**	
Name	Dosage	Route	Frequency	Type	Frequency

16. Treatment Plan **(Attach copy of order sheet if more convenient or other pertinent documents)**

Previous Hospitalizations:_____ Rehabilitative/Habilitative Services:_____ Other Health Services:_____

Hospital Diagnosis: 1)_____ 2) Secondary_____ 3) Other_____

17. Anticipated Dates of Hospitalization: / /	18. Level of Care Recommended: ☐ Hospital ☐ Nursing Facility ☐ IC/ID Facility

19. Type of Recommendation: ☐ Initial ☐ Change Level of Care ☐ Continued Placement	20. Patient Transferred from (check one): ☐ Hospital ☐ Another NF ☐ Private Pay ☐ Lives at home	21. Length of Time Care Needed _Months 1) ☐ Permanent 2) ☐ Temporary _ estimated	22. Is patient free of communicable diseases? ☐ Yes ☐ No

23. This patient's condition ☐ could ☐ could not be managed by provision of ☐ Community Care or ☐ Home Health Services	24. Physician's Name (Print): Physician's Address (Print):		
25. I certify that this patient requires the level of care provided by a nursing facility, IC/ID facility, or hospital _____ Physician's Signature	26. Date signed by Physician	27. Physician's Licensure No.	28. Physician's Telephone #: ( )

Section C– Evaluation of Nursing Care Needed (check appropriate box only)

29. Nutrition	30. Bowel	31. Cardiopulmonary Status	32. Mobility	33. Behavioral Status
☐ Regular ☐ Diabetic Shots ☐ Formula-Special ☐ Tube feeding ☐ N/G-tube/G-tube ☐ Slow Feeder ☐ FTT or Premature ☐ Hyperal ☐ IV Use ☐ Medications/GT Meds	☐ Age Dependent Incontinence ☐ Incontinent - Age > 3 ☐ Colostomy ☐ Continent ☐ Other	☐ Monitoring ☐ CPAP/Bi-PAP) ☐ CP Monitor ☐ Pulse Ox ☐ Vital signs > 2/day ☐ Therapy ☐ Oxygen ☐ Home Vent ☐ Trach ☐ Nebulizer Tx ☐ Suctioning ☐ Chest - Physical Tx ☐ Room Air	☐ Prosthesis ☐ Splints ☐ Unable to ambulate > 18 months old wheelchair ☐ Normal	☐ Agitated ☐ Cooperative ☐ Alert ☐ Developmental Delay ☐ Mental Retardation ☐ Behavioral Problems (please describe, if checked) ☐ Suicidal ☐ Hostile

34. Integument System	35. Urogenital	36. Surgery	37. Therapy/Visits	38. Neurological Status
☐ Burn Care ☐ Sterile Dressings ☐ Decubiti ☐ Bedridden ☐ Eczema-severe ☐ Normal	☐ Dialysis in home ☐ Ostomy ☐ Incontinent – Age > 3 ☐ Catheterization ☐ Continent	☐ Level 1 (5 or > surgeries) ☐ Level II (< 5 surgeries) ☐ None	Day care Services ☐ High Tech - 4 or more times per week ☐ Low Tech – 3 or less times per week or MD visits > 4 per month ☐ None	☐ Deaf ☐ Blind ☐ Seizures ☐ Neurological Deficits ☐ Paralysis ☐ Normal

39. Other Therapy Visits ☐ Five days per week ☐ Less than 5 days per week	40. Remarks	
41. Pre-Admission Certification Number	42. Date Signed	43. Print Name of MD or RN:_____ Signature of MD or RN:_____

DO NOT WRITE BELOW THIS LINE

44. Continued Stay Review Date:_____ Admission Date_____ Approved for_____ Days or_____ Months

45. Are nursing services, rehabilitative/habilitative services or other health related services requested ordinarily provided in an institution? ☐ Yes ☐ No ☐ NA	**46A. State Authority MH & MR Screening) Level I/II** Restricted Auth. Code Date **46B. This is not a re-admission for OBRA purposes**
47. Hospitalization Precertification ☐ Met ☐ Not Met	**Restricted Auth. Code Date**

48. Level of Care Recommended by Contractor
☐ **Hospital** ☐ **Nursing Facility** ☐ **IC/ID Facility**

49. Approval Period	**50. Signature (Contractor)**	51. Date / /	**52. Attachments (Contractor)** ☐ Yes ☐ No	

APPENDIX F

PRIOR AUTHORIZATION REQUEST FORM (DMA-80)

PRIOR AUTHORIZATION REQUEST

Alliant Health Solutions
P.O. Box 105329
Atlanta, GA. 30348

FOR DMA USE ONLY

Include this number on all claim Forms

PRIOR AUTHORIZATION NO

1. Member Name(last, First, Middle Initial)				2. Medicaid ID No.
3.Birth date	4.Sex	5. Address	Nursing Home DYES ONo	6. Telephone(Area Code/Number)
7.Prescribing Physician/ Practitioner Name and Address			10.Provider of Services(s) Name and Address	
8. Medicaid Provider Number	19.Telephone (Area Code/Number)		8. Medicaid Provider Number	19.Telephone (Area Code/Number)

0HOME HEALTH OPODIATRIST Optometrist PHYSICAN Psychologist ODME/OP ODDS OPHARMACY

DEPT USE ONLY

13. Authorization Period From: Through:	1 14. Description of Service(s) Required	15. Rec. Type	1 16. City. of Service
17. Primary Diagnosis Requiring Service(s)			1 18. 1CD9 CM
19. Justification and Circumstances for Required Service(s) (Use separate page if necessary)			

STATEMENT OF SERVICE(S)

LINE NO. 20	21. Description of Procedures, Drugs, Equipment,or Other Services	22. Procedure/ Drug Code	23. Requested of Estimated Price Per unit	24. Bill Units	25. Months of Units of Service	26. Units per Claim Max.	Min.	27.Max. units per month
1								
2								
3								
4								
5								
6								
7								
8								

28. PROVIDERS SIGNATURE

29. Date Submitted

30. REQUEST O Approved O Approved As Amended O Denied 0Pending/AdditionalInformation	31. DMA SIGNATURE	32. DATE APPROVED / /
33. Explanation to Provider		

**Prior authorization is contingent on patient eligibility and provider's enrollment in the Medicaid Program*

DMA 80 Rev.(7/10)

APPENDIX G

GEORGIA PEDIATRIC PROGRAM (GAPP)
FREEDOM OF CHOICE PROGRAM
(Statement of Informed Consent)

It is the policy of the state of Georgia that services are delivered in the last restrictive manner that addresses the service needs of the individual while enhancing the promotion of social integration. Further, it is the policy of the State to recognize the member's fill citizenship and individual dignity; providing safeguards to protect rights, health and the welfare of members.

Based on these beliefs, the State of Georgia assures that potential members and their authorized representative(s) will be afforded an opportunity to make an informed choice concerning services.

Verification

I have verified that the member and his/her authorized representative have been informed about their choice in the manner outlined above.

_____ _____

Georgia Pediatric Program Provider Date

Acceptance

I and/or my authorized representative have been informed about their choices and have chosen to accept the program described in the Plan of Care.

_____ _____

Member Date

_____ _____

Authorized Representative Date

_____ _____

Witness Date

APPENDIX G

GEORGIA PEDIATRIC PROGRAM (GAPP)
FREEDOM OF CHOICE PROGRAM
(Statement of Informed Consent)

Refusal

I and/or my authorized representative have been informed of my choices to refuse GAPP services.

_____	_____
Member	Date
_____	_____
Authorized Representative	Date
_____	_____
Witness	Date

Georgia Pediatric Program (GAPP)
FREEDOM OF CHOICE FORM INSTRUCTION

Purpose

The intent of this form is to assure that the member and their representative will be:

1. Informed of any alternative available under the Georgia Pediatric Program (GAPP) and
2. Given the choice of either institutional or home and community-based services.

The process assures that member and their representative can make an informed choice concerning services option(s). The presumption of the law is that a person may consent for him/herself. This presumption should be abandoned only when it is evident that the individual is not capable of doing so. The Georgia Pediatric Program (GAPP) has chosen to involve and recognize the rights of all members while at the same time protecting the rights of members through the request of concurrent consent by member's authorized representative.

Whomever is selected as authorized representative must meet the three tests for effect consent; that is, he/she must be competent, adequately informed about the factors involved in the decision and be knowledgeable about the person for whom consent is sought, and voluntary (free from coercion or conflict of interest). The authorized representative must act on the basis of the best interest of the person for whom his or her consent is sought. A suggested list of potential candidates for authorized representatives include but is not limited to the following: guardian or conservator, parent, member's spouse, adult next-of-kin, any reasonable relative, and attorney(s). In the absence of an available, suitable candidate an advocate appointed by the Georgia Advocacy Office may serve as the designated representative.

Process

Step (1) Provide an overview of services options, noting pro's and con's related to each option; this includes inherent and potential risks, benefits, and stigmas.

A. The content of the overview should make one reasonably familiar with service options.
B. The presentation of information should be designed to match the member's and/or his/her representative's level of comprehension.
C. Evidence of member/representative understanding of information should be evidenced in discussion of it.

Step (2) Once information has been provided and appears to be understood, the provider should verify that information has been provided appropriately and is understood. Once verified, the form should be signed at the designated sign-off under verification statement.

Step (3) Informed member/representative chooses a service option. The informed member/representative should sign under the appropriate statement that reflect their choice.

In cases where the individual member is a minor, and/or unable due to physical and/or mental causes to sign his/her name, and/or unable to legibly write his/her name, the member's name should be printed, above signature or mark, if any, and initialed by the member's authorized representative.

A witness should sign verifying both the member's and authorized representative's signature. The witness may be the provider or his/her authorized designee.

Step (4) Once the form is completed (signatures under appropriate statements); it should be attached to the Plan of Care.

APPENDIX H

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) services are defined as medically necessary transportation for any eligible Medicaid member and companion, if required, who have no other means of transportation available to any Medicaid-reimbursable service for the purposes of receiving treatment, medical evaluation, obtaining prescription drugs or medical equipment.

How do I get NEMT services?

If you are a qualifying Medicaid recipient and have no other means of transportation for your medical care or services covered by Medicaid, you may contact a transportation broker for transport to and from your appointment. The member must contact the Broker to request NEMT services at least three (3) business days prior to a non-urgent, scheduled appointment. The three (3) day advance scheduling includes the day of the call but not the day of the appointment. Advance scheduling will be mandatory for all NEMT services except urgent care and follow-up appointments when the timeframe does not allow advance scheduling. Urgent care or same day reservations may require verification from your direct provider of service confirming you must be seen that day. Each broker has a toll-free telephone number to schedule transportation services, and available weekdays (Monday-Friday) from 7 a.m. to 6 p.m.

All counties in Georgia are grouped into five regions for NEMT services. A NEMT Broker covers each region. If you need NEMT services, **you must contact the NEMT Broker serving the county you live in** to ask for Non-Emergency Medical Transportation. Contact Southeastrans for Atlanta and North Regions and ModivCare, formerly LogistiCare, for Central, East and Southwest See the chart below to determine which broker serves your county and call the broker's telephone number for that region.

What if I have problems with a NEMT provider or broker?

The Division of Medical Assistance (DMA) monitors the quality of the services brokers provide, handling consumer complaints and requiring periodic reports from the brokers. If you have a question, comment, or complaint about a NEMT provider or broker that has not been resolved with the broker, you may contact the Georgia Department of Community Health, NEMT unit.

NEMT REGIONS & COUNTIES SERVED

Region	NEMT Broker & Phone Number	Counties Served
North	**Southeastrans** *Toll free* 1-866-388-9844 *Local* 678-510-4555	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield

Atlanta	**Southeastrans** 404-209-4000 *Note: For Georgia Families 360°* 1-866-991-6701	Fulton, DeKalb, and Gwinnett
Central	**ModivCare** ***(formerly LogistiCare)*** *Toll free* 1-888-224-7981	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens, Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson
East	**ModivCare** ***(formerly LogistiCare)*** Toll free 1-888-224-7988 *Note: For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities* 1-800-486-7642 Ext. 461 or 436	Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	**ModivCare** ***(formerly LogistiCare)*** Toll free 1-888-224-7985	Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Upson, Webster, Wilcox and Worth

APPENDIX I a.

MEDICAL NECESSITY STATEMENT

ADMISSION/CONTINUED STAY (REV. 4/18)

MEMBER'S NAME: _____

MEMBER'S DOB: _____ MEMBER'S MC NUMBER: _____

CHILD IN DFCS CUSTODY: Yes _____ No _____ Member's Weight: _____

NAME/ADDRESS OF DFCS WORKER: _____

If renewal for continued stay, attach the most recent three months of clinical nursing notes and support personal personnel notes (if applicable).

Skilled Nursing Hours currently receiving: _____

PSS Hours currently receiving: _____

Are services being received from any Medicaid or other service program: Yes_____ No _____

Services currently being provided: _____

Is member in school: Yes _____ No _____ Hrs/Day _____ IEP _____

Is there a personal nurse in attendance for member during school day: Yes:_____ No? _____

Does member have private insurance: -Yes:_____ No: _____

Are other GAPP members in the home: Yes _____ No _____

Provide names if yes: _____

_____

Caregiver has documented competence in member's care: Yes_____ No _____
See PA # _____

Primary Caregiver Signature: **_____ Date: _____

Printed Name: _____

Nursing Agency Signature: **_____ Date: _____

Printed Name: _____

**Signatures above are attesting that all information is accurate for the member referenced.

APPENDIX J

GEORGIA PEDIATRIC PROGRAM (GAPP)
Letter of Understanding

As the primary caregiver (parent or guardian) for_____Member, I understand the following policies of the Georgia Pediatric Program (GAPP) by completing this form:

I understand that:

- I have a choice of Medicaid GAPP providers.
- My child (the member) must require medically necessary skilled nursing care or medically necessary personal care support to be eligible for the program. Personal care services may consist of feeding, bathing, dressing, personal hygiene, assistance with mobility, light housekeeping around the member's personal space etc.
- My child may receive all Medicaid State Plan services that are deemed medically necessary including both skilled and personal support services.
- I have the right to be informed and participate in preparing the care plan and any changes in the plan as well as to include individuals of my choosing in the service plan development process.
- This GAPP program is designed to assist me on learning the care of my child's medical condition.
- The primary caregiver must be available and able to learn to participate in my child's (the member's) care.
- Each member must have an attending physician or doctor of record who is involved in the initial and ongoing plan of care.
- The individual named as emergency contact must be identified by name and with telephone contact information should the agency be unable to reach the primary caregiver. The emergency contact must be aware of his/her status and be prepared to act in this capacity.
- GAPP services will be discontinued when the member (my child) no longer requires medically necessary services/personal care support or my child ages out of the program.
- My child (the member) ages out of the GAPP program at 20 years 11 months; Katie Beckett Eligibility – ages out at 17 years and 11 months,
- The provider (nursing agency) I choose may have certain requirements regarding my participation in my child's (the member's) treatment and enrollment with their agency.
- I am responsible for my child's skilled needs while the Certified Nursing Assistant is in my home and providing unskilled care for my child.
- All other sources of reimbursement such as primary insurance must be exhausted prior to seeking reimbursement from the Department of Community Health as Medicaid is the payer of the last resort.
- I, the parent or caregiver, must inquire and pursue other adult programs or waiver services for my child to transition at least 6 months to one year before my child ages out of the GAPP program.

Print Name of Member	Signature of Member's Caregiver or (Guardian)	Date
Print Name of Primary Caregiver	Signature of Primary Caregiver	Date
Print Name of Nursing Agency Representative	Signature of Nursing Agency (Representative)	Date

Rev. 07/12
Rev. 01/13
Rev. 07/13
Rev. 10/13
Rev. 01/14
Rev. 01/16
Rev. 04/16

Georgia Pediatric Program (GAPP)

APPENDIX K

REQUIRED PROVIDER ENROLLMENT DOCUMENTS
IN-HOME SKILLED NURSING/PSS CARE

COS 971 Georgia Pediatric Program (GAPP) – In-Home-Nursing

Provider's Name: _____

Provider Number: _____

The following information and/or documentation are required to complete the application in the Georgia Pediatric Program (GAPP) – In-Home Skilled Nursing/PSS Care:

_____ Provider Enrollment Application (DMA-253E)
Must have the original signature of the applicant

_____ Statement of Participation (DMA-253D)
Must have the original signature of the applicant

_____ IRS Form W-9
If the designated payee is different from the applicant, a signed and notarized Power or Attorney for Payee (DMA-253G) must be completed. The payee on the W-0 must match the business name as registered with the IRS.

_____ Attestation that participant has read the Policy and Procedure Manual for the GAPP

_____ Program. Power of Attorney for Payee (DMA-253G)
When the payee is an entity other than the enrolling provider.

_____ Electronic Funds Transfer Agreement (DMA-405) and Information (DMA-406) forms. Copy of Private Home Care Provider (Nursing Services) license.

_____ Copy of business license.

_____ Copy of nurse's license and resume or summary of nursing experience. Copy of Current CPR certification for each nurse must be updated annually. Statement for provisions for back-up coverage.

_____ Providers must attest the presence of a physical office facility.

- The office must have a physical address. If the office is located in a private residence, there must be a documentation of the actual office space and the provider's ability to secure all PHI information.

- The office must be accessible for State inspection.

- The office must be accessible for member visitation.

- The In-Home Nursing Care Provider Agency must be available for caregiver/member contact 24- hours per day/7 days per week.

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APPENDIX M

BILLING MANUAL

Refer to DCH's Part I Policies and Procedures Manual

Appendix N - Georgia Families

Georgia Families® (GF) is a statewide program designed to deliver health care services to members of Medicaid, PeachCare for Kids®, and Planning for Healthy Babies® (P4HB) recipients. The program is a partnership between the Department of Community Health (DCH) and private care management organizations (CMOs). By providing a choice of health plans, Georgia Families allows members to select a health care plan that fits their needs.

It is important to note that GF is a full-risk program; this means that the three CMOs licensed in Georgia to participate in GF are responsible and accept full financial risk for providing and authorizing covered services. This also means a greater focus on case and disease management with an emphasis on preventative care to improve individual health outcomes.

The three licensed CMOs:

Amerigroup Community Care 1-800-454-3730 www.amerigroup.com	Peach State Health Plan 866-874-0633 www.pshpgeorgia.com	CareSource 1-855-202-1058 www.caresource.com

Children, parent/caretaker with children, pregnant women and women with breast or cervical cancer on Medicaid, as well as children enrolled in PeachCare for Kids® are eligible to participate in Georgia Families. Additionally, Planning for Healthy Babies® (P4HB) recipients receive services through Georgia Families® (GF). Children in foster care or receiving adoption assistance and certain youths committed to juvenile justice are enrolled in Georgia Families 360°.

Eligibility Categories for Georgia Families:

Included Populations	Excluded Populations
Parent/Caretaker with Children	Aged, Blind and Disabled
Transitional Medicaid	Nursing home
Pregnant Women (Right from the Start Medicaid – RSM)	Long-term care (Waivers, SOURCE)
Children (Right from the Start Medicaid – RSM)	Federally Recognized Indian Tribe
Children (newborn)	Georgia Pediatric Program (GAPP)
Women Eligible Due to Breast and Cervical Cancer	Hospice
PeachCare for Kids®	Children's Medical Services program
Parent/Caretaker with Children	Medicare Eligible
Children under 19	Supplemental Security Income (SSI) Medicaid
Women's Health Medicaid (WHM)	Medically Needy
Refugees	Recipients enrolled under group health plans
Planning for Healthy Babies®	Individuals enrolled in a Community Based Alternatives for Youths (CBAY)
Resource Mothers Outreach	

Medicaid and PeachCare for Kids® members will continue to be eligible for the same services they receive through traditional Medicaid and state Value Added Benefits. Members will not have to pay more than they paid for Medicaid co-payments or PeachCare for Kids® premiums. With a focus on health and wellness, the CMOs will provide members with health education and prevention programs giving them the tools needed to live healthier lives. Providers participating in Georgia Families will have the added assistance of the CMOs to educate members about accessing care, referrals to specialists, member benefits, and health and wellness education. **All three CMOs are State-wide.**

The Department of Community Health has contracted with three CMOs to provide these services:

- Amerigroup Community Care
- CareSource
- Peach State Health Plan

Members can contact Georgia Families for assistance to determine which program best fits their family's needs. If members do not select a plan, Georgia Families will select a health plan for them.

Members can visit the Georgia Families Web site at www.georgia-families.com or call 1-800-GA-ENROLL (1-888-423-6765) to speak to a representative who can give them information about the CMOs and the health care providers.

The following categories of eligibility are included and excluded under Georgia Families:

Included Categories of Eligibility (COE):

COE	DESCRIPTION
104	LIM – Adult
105	LIM – Child
118	LIM – 1st Yr Trans Med Ast Adult
119	LIM – 1st Yr Trans Med Ast Child
122	CS Adult 4 Month Extended
123	CS Child 4 Month Extended
135	Newborn Child
170	RSM Pregnant Women
171	RSM Child
180	P4HB Inter Pregnancy Care
181	P4HB Family Planning Only
182	P4HB ROMC - LIM
183	P4HB ROMC - ABD
194	RSM Expansion Pregnant Women
195	RSM Expansion Child < 1 Yr
196	RSM Expn Child w/DOB < = 10/1/83
197	RSM Preg Women Income < 185 FPL
245	Women's Health Medicaid
471	RSM Child
506	Refugee (DMP) – Adult
507	Refugee (DMP) – Child
508	Post Ref Extended Med – Adult
509	Post Ref Extended Med – Child

510	Refugee MAO – Adult
511	Refugee MAO – Child
571	Refugee RSM - Child
595	Refugee RSM Exp. Child < 1
596	Refugee RSM Exp Child DOB </= 10/01/83
790	Peachcare < 150% FPL
791	Peachcare 150 – 200% FPL
792	Peachcare 201 – 235% FPL
793	Peachcare > 235% FPL
835	Newborn
836	Newborn (DFACS)
871	RSM (DHACS)
876	RSM Pregnant Women (DHACS)
894	RSM Exp Pregnant Women (DHACS)
895	RSM Exp Child < 1 (DHACS)
897	RSM Pregnant Women Income > 185% FPL (DHACS)
898	RSM Child < 1 Mother has Aid = 897 (DHACS)
918	LIM Adult
919	LIM Child
920	Refugee Adult
921	Refugee Child

Excluded Categories of Eligibility (COE):

COE	DESCRIPTION
124	Standard Filing Unit – Adult
125	Standard Filing Unit – Child
131	Child Welfare Foster Care
132	State Funded Adoption Assistance
147	Family Medically Needy Spend down
148	Pregnant Women Medical Needy Spend down
172	RSM 150% Expansion
180	Inter-conceptional Waiver
210	Nursing Home – Aged
211	Nursing Home – Blind
212	Nursing Home – Disabled
215	30 Day Hospital – Aged
216	30 Day Hospital – Blind
217	30 Day Hospital – Disabled
218	Protected Med/1972 Cola - Aged
219	Protected Med/1972 Cola – Blind
220	Protected Med/1972 Cola - Disabled
221	Disabled Widower 1984 Cola - Aged
222	Disabled Widower 1984 Cola – Blind
223	Disabled Widower 1984 Cola – Disabled
224	Pickle - Aged

225	Pickle – Blind
226	Pickle – Disabled
227	Disabled Adult Child - Aged
227	Disabled Adult Child - Aged
229	Disabled Adult Child – Disabled
230	Disabled Widower Age 50-59 – Aged
231	Disabled Widower Age 50-59 – Blind
232	Disabled Widower Age 50-59 – Disabled
233	Widower Age 60-64 – Aged
234	Widower Age 60-64 – Blind
235	Widower Age 60-64 – Disabled
236	3 Mo. Prior Medicaid – Aged
237	3 Mo. Prior Medicaid – Blind
238	3 Mo. Prior Medicaid – Disabled
239	Abd Med. Needy Defacto – Aged
240	Abd Med. Needy Defacto – Blind
241	Abd Med. Needy Defacto – Disabled
242	Abd Med Spend down – Aged
243	Abd Med Spend down – Blind
244	Abd Med Spend down – Disabled
246	Ticket to Work
247	Disabled Child – 1996
250	Deeming Waiver
251	Independent Waiver
252	Mental Retardation Waiver
253	Laurens Co. Waiver
254	HIV Waiver
255	Cystic Fibrosis Waiver
259	Community Care Waiver
280	Hospice – Aged
281	Hospice – Blind
282	Hospice – Disabled
283	LTC Med. Needy Defacto – Aged
284	LTC Med. Needy Defacto –Blind
285	LTC Med. Needy Defacto – Disabled
286	LTC Med. Needy Spend down – Aged
287	LTC Med. Needy Spend down – Blind
288	LTC Med. Needy Spend down – Disabled
289	Institutional Hospice – Aged
290	Institutional Hospice – Blind
291	Institutional Hospice – Disabled
301	SSI – Aged
302	SSI – Blind
303	SSI – Disabled
304	SSI Appeal – Aged
305	SSI Appeal – Blind

306	SSI Appeal – Disabled
307	SSI Work Continuance – Aged
309	SSI Work Continuance – Disabled
308	SSI Work Continuance – Blind
315	SSI Zebley Child
321	SSI E02 Month – Aged
322	SSI E02 Month – Blind
323	SSI E02 Month – Disabled
387	SSI Trans. Medicaid – Aged
388	SSI Trans. Medicaid – Blind
389	SSI Trans. Medicaid – Disabled
410	Nursing Home – Aged
411	Nursing Home – Blind
412	Nursing Home – Disabled
424	Pickle – Aged
425	Pickle – Blind
426	Pickle – Disabled
427	Disabled Adult Child – Aged
428	Disabled Adult Child – Blind
429	Disabled Adult Child – Disabled
445	N07 Child
446	Widower – Aged
447	Widower – Blind
448	Widower – Disabled
460	Qualified Medicare Beneficiary
466	Spec. Low Inc. Medicare Beneficiary
575	Refugee Med. Needy Spend down
660	Qualified Medicare Beneficiary
661	Spec. Low Income Medicare Beneficiary
662	Q11 Beneficiary
663	Q12 Beneficiary
664	Qua. Working Disabled Individual
815	Aged Inmate
817	Disabled Inmate
870	Emergency Alien – Adult
873	Emergency Alien – Child
874	Pregnant Adult Inmate
915	Aged MAO
916	Blind MAO
917	Disabled MAO
983	Aged Medically Needy
984	Blind Medically Needy
985	Disabled Medically Needy

HEALTH CARE PROVIDERS

For information regarding the participating health plans (enrollment, rates, and procedures), please call the numbers listed below.

Prior to providing services, you should contact the member's health plan to verify eligibility, PCP assignment and covered benefits. You should also contact the health plan to check prior authorizations and submit claims.

Amerigroup Community Care	CareSource	Peach State Health Plan
800-454-3730 (General Information) www.amerigroup.com	1-855-202-1058 www.careSource.com/ GeorgiaMedicaid	866-874-0633 (General Information) 866-874-0633 (claims) 800-704-1483 (medical management) www.pshpgeorgia.com

Registering immunizations with GRITS:

If you are a Vaccine for Children (VFC) provider, please continue to use the GRITS (Georgia Immunization Registry) system for all children, including those in Medicaid and PeachCare for Kids®, fee-for-service, and managed care.

Important tips for the provider to know/do when a member comes in:

Understanding the process for verifying eligibility is now more important than ever. You will need to determine if the patient is eligible for Medicaid/PeachCare for Kids® benefits and if they are enrolled in a Georgia Families health plan. Each plan sets its own medical management and referral processes. Members will have a new identification card and primary care provider assignment.

You may also contact GAINWELL TECHNOLOGIES at 1-800-766-4456 (statewide) or www.mmis.georgia.gov for information on a member's health plan.

Use of the Medicaid Management Information System (MMIS) web portal:

The call center and web portal will be able to provide you information about a member's Medicaid eligibility and health plan enrollment. GAINWELL TECHNOLOGIES will **not** be able to assist you with benefits, claims processing or prior approvals for members assigned to a Georgia Families health plan. You will need to contact the member's plan directly for this information.

Participating in a Georgia Families' health plan:

Each health plan will assign provider numbers, which will be different from the provider's Medicaid provider number and the numbers assigned by other health plans.

Billing the health plans for services provided:

For members who are in Georgia Families, you should file claims with the member's health plan.

If a claim is submitted to GAINWELL TECHNOLOGIES in error:

GAINWELL TECHNOLOGIES will deny the claim with a specific denial code. Prior to receiving this denial, you may go ahead and submit the claim to the member's health plan.

Credentialing

Effective August 1, 2015, Georgia's Department of Community Health (DCH) implemented a NCQA certified Centralized Credentialing Verification Process utilizing a Credentialing Verification Organization (CVO). This functionality has been added to the Georgia Medicaid Management Information System (GAMMIS) website (www.MMIS.georgia.gov) and has streamlined the time frame that it takes for a provider to be fully credentialed.

Credentialing and recredentialing services is provided for Medicaid providers enrolled in Georgia Families and/or the Georgia Families 360° program.

This streamlined process results in administrative simplification thereby preventing inconsistencies, as well as the need for a provider to be credentialed or recredentialed multiple times.

The CVO's one-source application process:

- Saves time
- Increases efficiency
- Eliminates duplication of data needed for multiple CMOs
- Shortens the time period for providers to receive credentialing and recredentialing decisions

The CVO will perform primary source verification, check federal and state databases, obtain information from Medicare's Provider Enrollment Chain Ownership System (PECOS), check required medical malpractice insurance, confirm Drug Enforcement Agency (DEA) numbers, etc. A Credentialing Committee will render a decision regarding the provider's credentialing status. Applications that contain all required credentialing and recredentialing materials at the time of submission will receive a decision within 45 calendar days. Incomplete applications that do not contain all required credentialing documents will be returned to the provider with a request to supplement all missing materials. Incomplete applications may result in a delayed credentialing or recredentialing decision. The credentialing decision is provided to the CMOs.

GAINWELL TECHNOLOGIES provider reps will provide training and assistance as needed. Providers may contact GAINWELL TECHNOLOGIES for assistance with credentialing and recredentialing by dialing 1-800-766-4456.

Assignment of separate provider numbers by all of the health plans:

Each health plan will assign provider numbers, which will be different from the provider's Medicaid provider number and the numbers assigned by other health plans.

Billing the health plans for services provided:

For members who are in Georgia Families, you should file claims with the member's health plan.

If a claim is submitted to GAINWELL TECHNOLOGIES in error:

GAINWELL TECHNOLOGIES will deny the claim with a specific denial code. Prior to receiving this denial, you may go ahead and submit the claim to the member's health plan.

Receiving payment:

Claims should be submitted to the member's health plan. Each health plan has its own claims processing and you should consult the health plan about their payment procedures.

Health plans payment of clean claims:

Each health plan (and subcontractors) has its own claims processing and payment cycles. The claims processing and payment timeframes are as follows:

Amerigroup Community Care	CareSource	Peach State Health Plan
Amerigroup runs claims cycles twice each week (on Monday and Thursday) for **clean** claims that have been adjudicated. Monday Claims run: Checks mailed on Tuesday. Providers enrolled in ERA/EFT receive the ACH on Thursday. Thursday Claims run: Checks mailed on Wednesday. Providers enrolled in ERA/EFT receive the ACH on Tuesday. **Dental:** Checks are mailed weekly on Thursday for **clean** claims. **Vision**: Checks are mailed weekly on Wednesday for **clean** claims (beginning June 7th) **Pharmacy**: Checks are mailed to pharmacies weekly on Friday (except when a holiday falls on Friday, then mailed the next business day)	CareSource runs claims cycles twice each week on Saturdays and Tuesdays for clean claims that have been adjudicated. Pharmacy: Payment cycles for pharmacies is weekly on Wednesdays.	Peach State has two weekly claims payment cycles per week that produces payments for **clean** claims to providers on Monday and Wednesday. For further information, please refer to the Peach State website, or the Peach State provider manual.

How often can a patient change his/her PCP?

Amerigroup Community Care	CareSource	Peach State Health Plan
Anytime	Members can change their PCP one (1) time per month. However, members can change their PCP at any time under extenuating circumstances such as: • Member requests to be assigned to a family member's PCP • PCP does not provide the covered services a member seeks due to moral or religious objections • PCP moves, retires, etc.	Within the first 90 days of a member's enrollment, he/she can change PCP monthly. If the member has been with the plan for 90 days or longer, the member can change PCPs once every six months. There are a few exclusions that apply and would warrant an immediate PCP change.

Once the patient requests a PCP change, how long it takes for the new PCP to be assigned:

Amerigroup Community Care	CareSource	Peach State Health Plan
Next business day	PCP selections are updated in CareSource's systems daily.	PCP changes made before the 24th day of the month and are effective for the current month. PCP changes made after the 24th day of the month are effective for the first of the following month.

PHARMACY

Georgia Families does provide pharmacy benefits to members. Check with the member's health plan about who to call to find out more about enrolling to provide pharmacy benefits, including information about their plans reimbursement rates, specific benefits that are available, including prior approval requirements.

To request information about contracting with the health plans, you can call the CMOs provider enrollment services.

Amerigroup Community Care	CareSource	Peach State Health Plan
800-454-3730 https://providers.amerigroup.com/pages/ga-2012.aspx	844-441-8024 https://cvs.az1.qualtrics.com/jfe/form/SV_cvyY0ohgT2VXYod	866-874-0633 www.pshpgeorgia.com

All providers must be enrolled as a Medicaid provider to be eligible to contract with a health plan to provide services to Georgia Families members.

The CMO Pharmacy Benefit Managers (PBM) and the Bin Numbers, Processor Control Numbers and Group Numbers are:

Health Plan	PBM	BIN #	PCN #	GROUP #	Helpdesk
Amerigroup Community Care	IngenioRx	020107	HL	WKJA	1-833-235-2031
CareSource	Express Scripts (ESI)	003858	MA	RXINN01	1-800-416-3630
Peach State Health Plan	CVS	004336	MCAIDADV	RX5439	1-844-297-0513

If a patient does not have an identification card:

Providers can check the enrollment status of Medicaid and PeachCare for Kids® members through GAINWELL TECHNOLOGIES by calling 1-800-766-4456 or going to the web portal at www.mmis.georgia.gov. GAINWELL TECHNOLOGIES will let you know if the member is eligible for services and the health plan they are enrolled in. You can contact the member's health plan to get the member's identification number.

Use of the member's Medicaid or PeachCare for Kids® identification number to file a pharmacy claim:

Amerigroup Community Care	CareSource	Peach State Health Plan
No, you will need the member's health plan ID number	Yes, you may also use the health plan ID number.	Yes

Health plans preferred drug list, prior authorization criteria, benefit design, and reimbursement rates:

Each health plan sets their own procedures, including preferred drug list, prior authorization criteria, benefit design, and reimbursement rates.

Will Medicaid cover prescriptions for members that the health plans do not?

No, Medicaid will not provide a "wrap-around" benefit for medications not covered or approved by the health plan. Each health plan will set its own processes for determining medical necessity and appeals.

Who to call to request a PA:

Amerigroup Community Care	CareSource	Peach State Health Plan
1 (800) 454-3730	1 (855) 202-1058 1 (866) 930-0019 (fax)	1 (866) 399-0929

APPENDIX Q

Provider Quick Reference:
How to Attach Documentation to Requests

Overview

Providers may attach documents to a prior authorization (PA) request when the PA is submitted, or attach documents to a request that was previously submitted with the following exceptions:

- Hospital Outpatient Therapy
- Medications PA (Physician and Facility)
- Radiology PA (Physician and Facility)Additional Psychiatric/Psychological Services
- Additional Office Visits
- Swing bed Requests

For the above request types, all pertinent clinical information should be entered on the request forms and attachments **are not permitted unless the attachment is part of a change request or reconsideration request**.

Attachment Guidelines

- Documents may be attached to a PA request when the request is submitted and still pending, or to existing PA requests that are **pending and not referred**. Attachments may also be made to Change Requests and Reconsideration Requests.
- In order to attach a document to a request, the document must be saved to one of theprovider's system drives.
- The following file types are acceptable for attachments: TXT, DOC, DOCX, PDF, TIF, TIFF, JPG, JPEG, and JPE.
- The following symbols should not be included in the file name: \, /, #, <, >, ‘,“.
- The name of the file to be attached cannot have the same name of a file that is already attached.
- The file size for an individual attachment MUST be less than 20 MB in size; so, if a file is especially large, divide the file into two files.

- Multiple documents may be attached to one PA request, although each file must be attached individually. In addition, the documentation that is attached should only relate to the member associated with the PA, and not relate to any other members.

Attachment Instructions

Follow these instructions to attach documents to existing requests or to requests upon initial submission.

1. **Previously Submitted Request:**

   - Log into the **Georgia Web Portal.** On the *Secure Home* page, click the **Prior Authorization** link; and then select Provider Workspace from the drop list.

   - Click Attach **Documentation to Existing Requests.**

   - Search for and open the Review Request page for the PA to which a document or documents are to be attached. If files have already been attached to the request, the files will display in the **Attached Files** table.

   - If the PA request meets attachment criteria, the **Attach File** link will be available.



   - Click attach file, and on the page that displays, go to the **Create an Attachment** section.

2. **New PA Submission:**

   - Log into **Georgia Web Portal**. On the *Secure Home* page, click the **Prior Authorization** link; and then select *Submit/View* from the drop list.

   - Complete the PA request and click **Submit Request**.

   - On the page that displays after clicking **Submit request,** go to the **Create an Attachment** section.

3. Under **Create an Attachment**, click **Browse** to open the file directory.

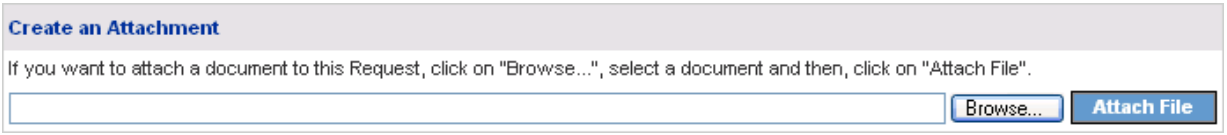


Figure 2 Create an Attachment

4. Find the file that is to be attached. Select the file by double clicking the file or highlighting the file and click **Open.**

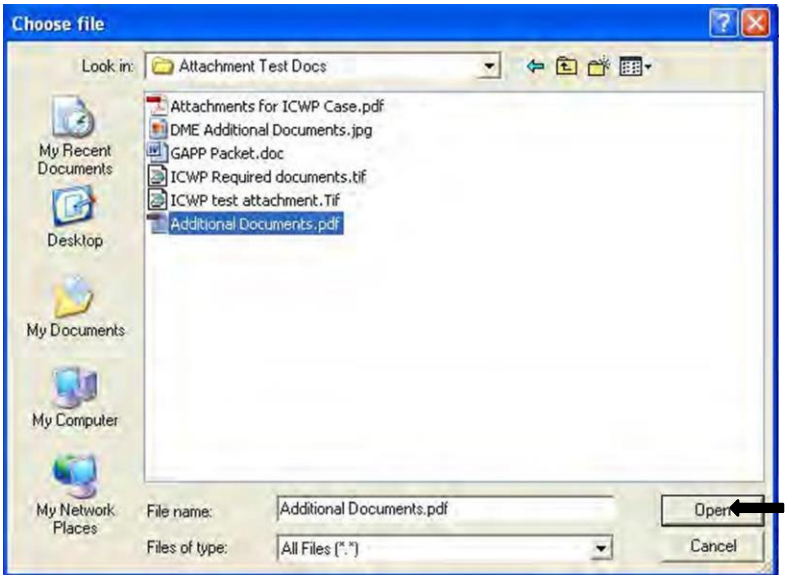


Figure 3 Find File

5. Once the file is selected, it will display in the box next to browser. To attach selected document, click the **Attach File** button.

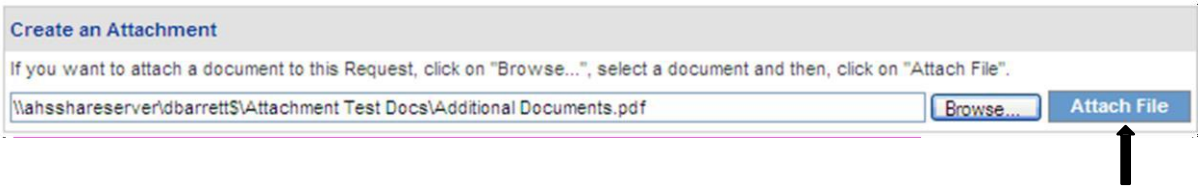


Figure 4 Attach File

6. If the file is uploaded, the 'File uploaded successfully' message displays, and a link to the attachment will display in the **Attached Files** table.

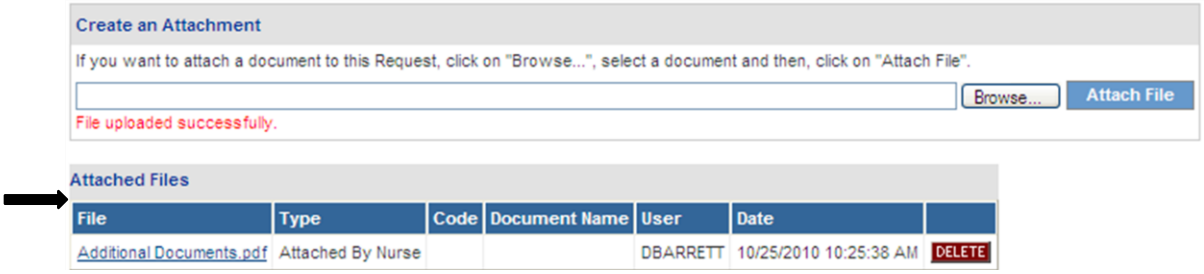


Figure 5 Files Attached

7. For some request types, the "type" of each required document displays next to a checkbox. The purpose of the checkbox is to associate the actual file attached with the specific additional information required by policy. The following request types have document type checkboxes:

   - Durable Medical Equipment (DME) (depends on procedure codes requested)
   - Children's Interventions Services (CIS)
   - Georgia Pediatric Program (GAPP)
   - Independent Care Waiver Program (ICWP)

   Refer to the figures on the next pages for examples of the checkboxes for these PA types.

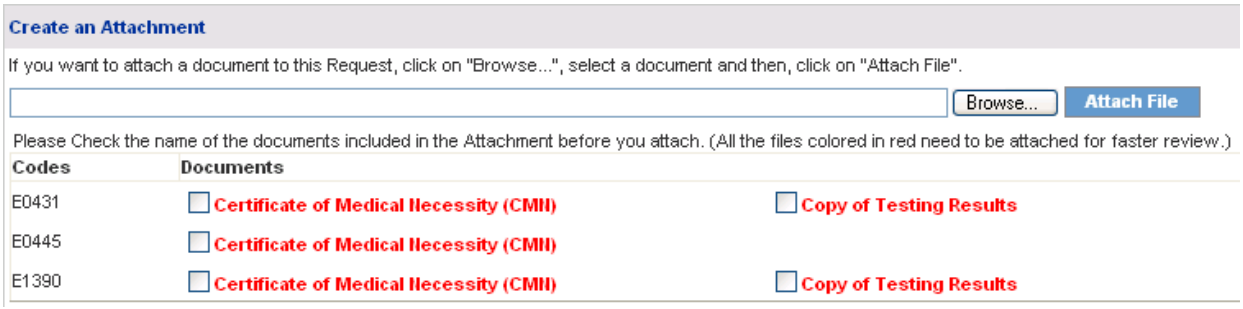


Figure 6 DME Checkboxes for Oxygen Codes

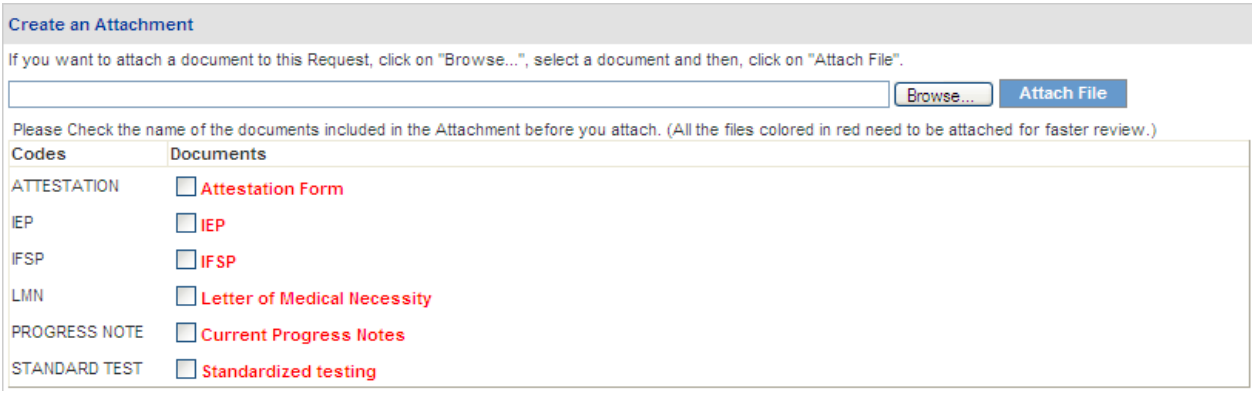


Figure 7 CIS Checkboxes



Figure 8 ICWP Checkboxes

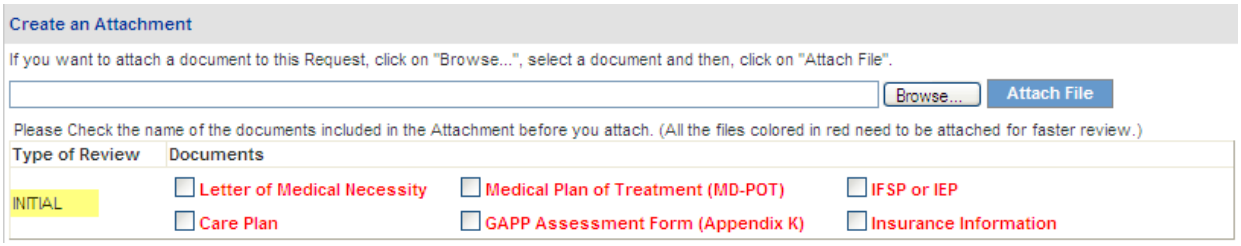


Figure 9 GAPP Initial Request Checkboxes

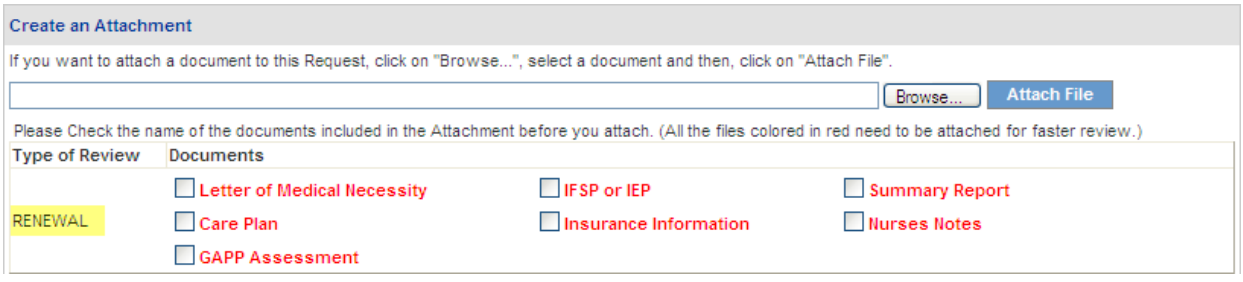
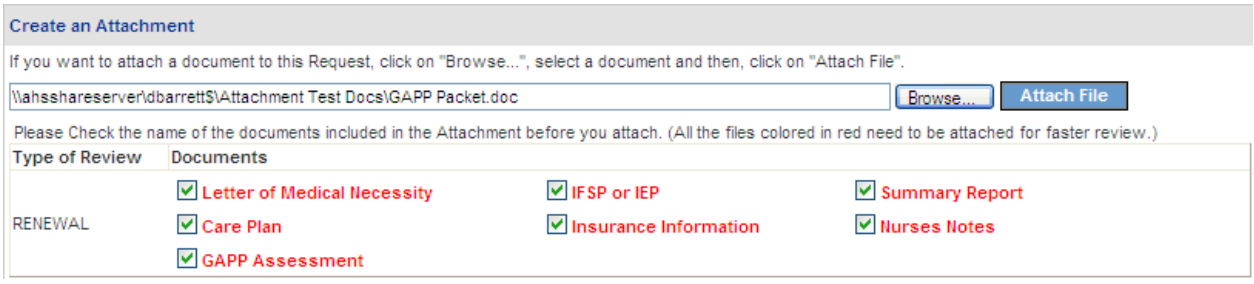


Figure 10 GAPP Renewal Checkboxes

8. To attach a file or files to a PA with document type checkboxes, first determine if one file that includes all the required information is to be attached, or individual files are to be attached.

9. ***One Attachment for all Checkboxes*:**

- If **one file is to be attached** and that file includes all the required information, click all the checkboxes and then attach the one file.



File 11 Select All Checkboxes

- If the attachment is successful, a 'file upload' message displays. The attached file is added to the **Attached Files** table; and the file is associated with each document type.

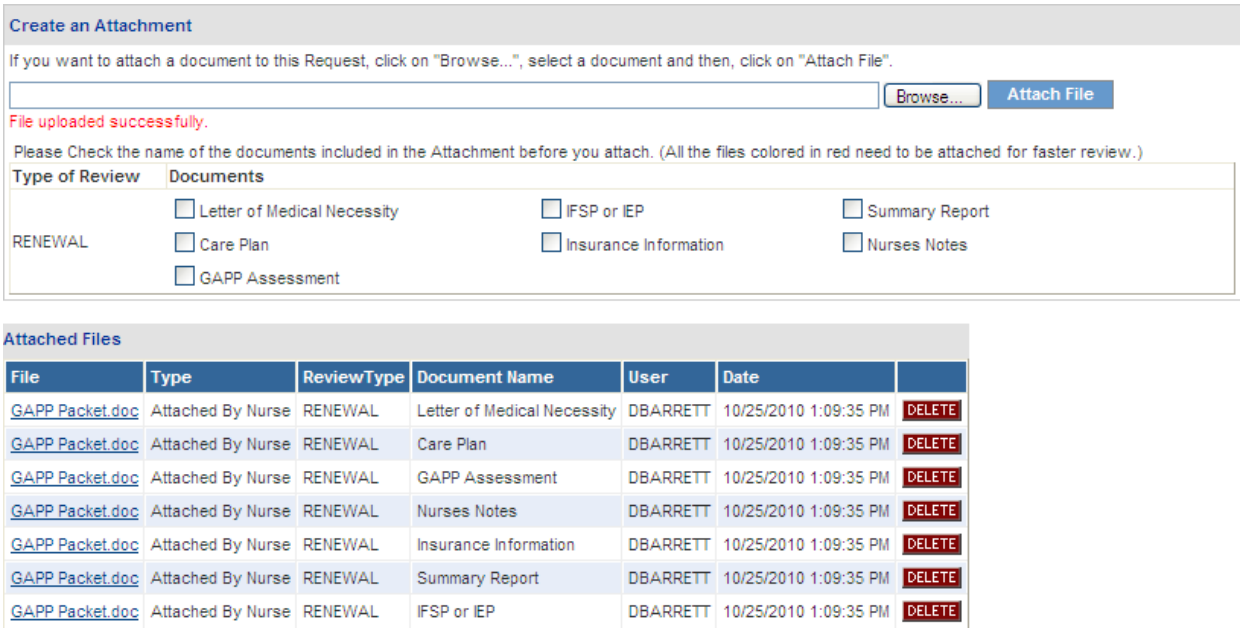


Figure 12 One File for All Checkboxes

10. ***Multiple Attachments*:**

- When **more than one file is to be attached**, first click applicable checkbox or checkboxes related to the first file.

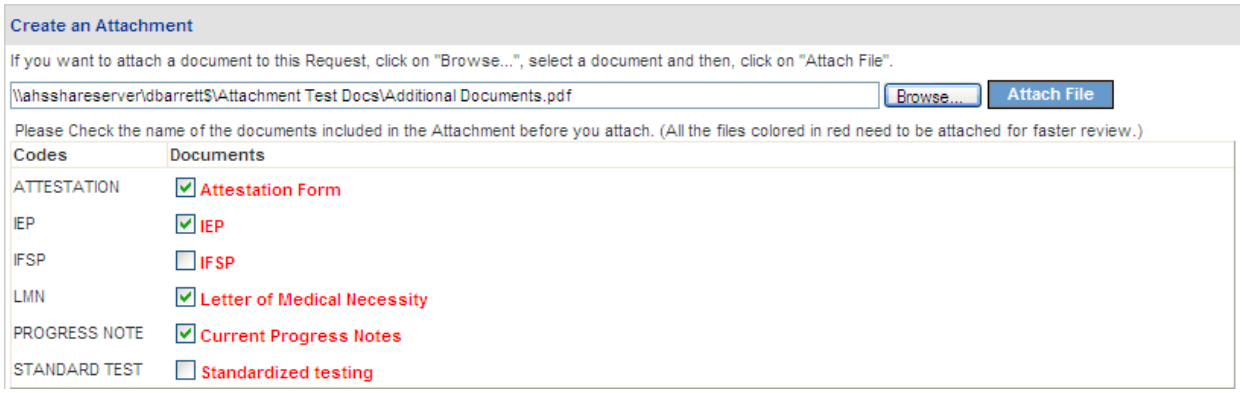


Figure 13 Select Checkboxes

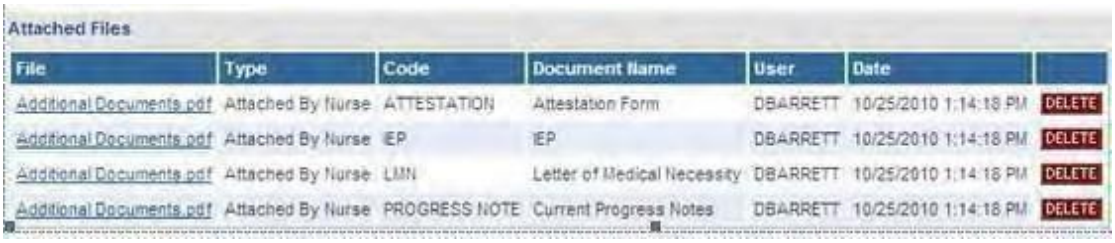


Figure 14 First File Attached

- To attach another file, repeat the same process. Select the check box or checkboxes and then attach the file.

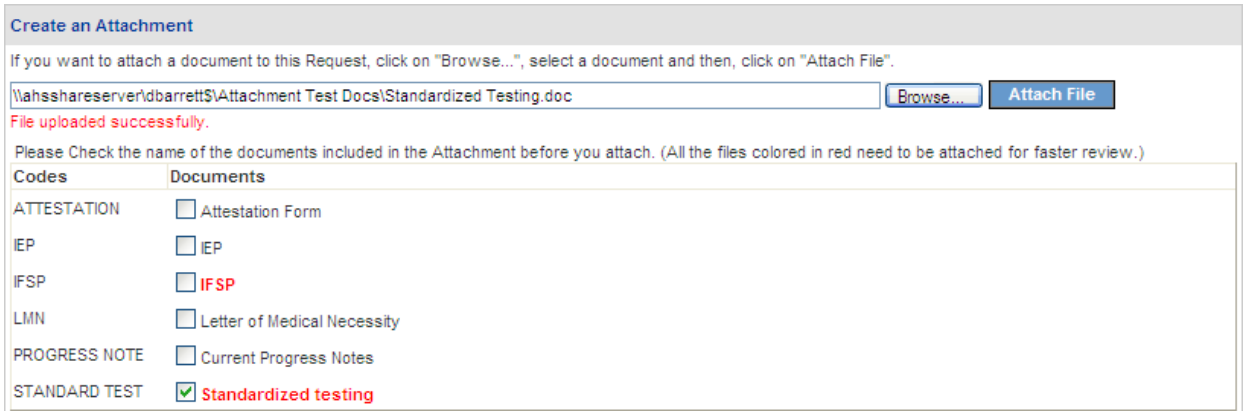


Figure 15 Attach a Different File

- The checkbox that was not selected will still display in red indicating no attachment for that document type.

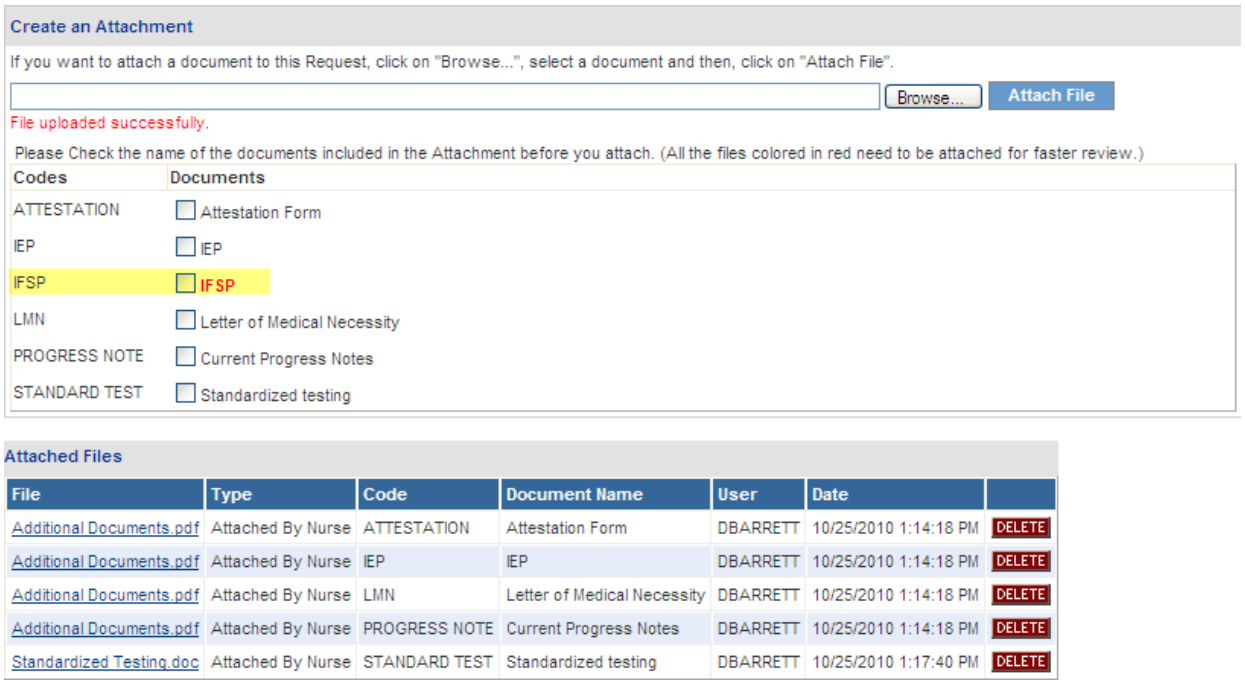


Figure 16 Checkbox in Red Font

APPENDIX R

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APPENDIX S

Updated January 1, 2023

GAPP ADMISSION / CONTINUED STAY

CHECKLIST

NOTE: THIS DOCUMENT MUST BE SUBMITTED WITH ALL GAPP PA REQUESTS

Member's Name: _____

Member's Address: _____

Member's Medicaid Number: _____

Parent/Guardian: _____

If member is in foster care or DFCS Custody, please provide:

DFCS County : _____

DFCA Address: _____

DFCS Supervisor that will be required to sign all paperwork: _____

_____

Physician's Name: _____

Physician's Address: _____

A complete packet must be submitted for a review for admission or continued stay in the GAPP program and must include:

_____Physician Plan of Treatment- Appendix Y (Must show hours being requested for SN and/or PSS)

_____Agency Nursing Care Plan for skilled nursing and PSS

_____Letter of Understanding (yearly)

_____Freedom of Choice Form (yearly)

_____Current IEP

_____Attestation for Transfers and Shared Hours – Appendix (Z)

_____Caregiver Skills Checklist Teaching Plan for Skilled Nursing (if fully competent, please provide PA, on which completed caregiver checklist is provided, PA#) ___

_____Most recent 3 months of Narrative Nursing notes (*most recent 3 months of PSS notes is optional but send documentation of PSS Tasks performed*)

_____Medical Necessity Statement for Admission or Continued Stay Supplement (Appendix I a)

_____Seizure Logs if appropriate

_____Physician Office Visit Notes (Optional – *but may be requested*)

Name of Nursing Agency: _____

Nursing Agency Representative: _____

Date of Complete Packet: Admission: _____

Rev. 01/14
Rev. 01/15
Rev. 04/18
Rev. 07/18
Rev. 10/18

APPENDIX T

SENTINEL EVENT DOCUMENTATION

Member Name: _____Member Medicaid Number: _____

Provider Name:_____**Provider ID Number**:_____**MFDC**_____**HSN** _____

Provider Address:_____

Sentinel Event: Date/Time:_____ **Date of Report**:_____

Date submitted to DCH Program Specialist/Alliant Health Solutions GAPP nurse:_____

Provider representative submitting report:_____

Location of Incident: _____

County of Incident Occurrence:_____

Abuse, potential abuse or member injury/death identified: □ yes □ no

Sentinel Event Type:

□ Inappropriate behavior
- □ Member eloped
- □ Self-injurious behavior
- □ Verbal altercation
- □ Physical altercation
- □ Illegal/inappropriate substance use
- □ Inappropriate sexual behavior
- □

□ Injury
- □ Resulting in ER visit
- □ Not resulting in ER visit
- □

□ Death of member
- □ Self-neglect
- □ By another person
- □

□ Major Medical Change/Hospitalization/ER

□ Medication Error

□ Sexual Harassment

□ Substandard Living Conditions

□ Unmet Needs

□ Failed Emergency Back-Up Plan for Care

□ Inability to cover approved hours (> than 10 consecutively scheduled shifts)

□ Other

Detailed Sentinel Even Description:

_____
_____
_____
_____
_____
_____
_____
_____

Adverse outcomes related to the event: (Any injuries?) Describe in detail.

_____
_____
_____
_____
_____
_____
_____

Witness to the event:

_____
_____
_____

Action taken by Nursing Agency at time of event:

_____
_____
_____
_____

Action Plan: (How can you prevent this from happening in the future?)

_____
_____
_____
_____

***Resolution or Outcome*:**

□ Resolved at the time of report
□ Unsubstantiated with investigation
□ Child Protective Services referral made
□ Law Enforcement referral made
□ Caregiver/client mediation by agency or other party
□ Corrective Action Plan by agency
□ F/U appointment scheduled with PCP
□ Member/family/caregiver conference held
□ Member treated at hospital
□ Member admitted to hospital
□ Member referral for other community service(s)
□ Nursing agency to request an increase/decrease in services
□ Nursing agency to increase number of monitoring/supervision visits
□ Nursing agency addressed with circle of support and requested increased oversight
□ Crisis Intervention Plan developed and initiated
□ Warning letter regarding consequences of non-compliance sent to parent/legal guardian
□ Safety check evaluation of home completed, and additional safety measures initiated
□ Emergency Back-Up Plan Revised
□ Member services re-brokered:
□ Skilled Nursing/PSS Services
□ Home Health Aid
□ Other: _____

Process Improvement:

What processes were instituted to evaluate the effectiveness of the action plan and reduce risk to the member?

_____

_____

_____

_____

_____

Define the follow-up time frames for evaluating effectiveness of processes.

_____

_____

_____

Notification:

Supervisor notified:
□ yes □ no Name:_____Date:_____Time:_____
Physician notified:
□ yes □ no Name:_____Date:_____Time:_____
Guardian or Family notified:
□ yes □ no Name:_____Date:_____Time:_____
DCH notified:
□ yes □ no Name:_____Date:_____Time:_____
Alliant Health Solutions notified:
□ yes □ no Name:_____Date:_____Time: _____
Other agencies notified:
□ yes □ no Name:_____Date:_____Time: _____

Follow-Up Date:_____

Personnel involved in Follow-Up:

□ Nursing Agency Supervisor
□ Skilled Nurse

Outcome:

□ Problem continues New Action Plan Initiated Date: _____
□ Problem Resolved Date: _____
□ Comments: _____

_____

_____

Signature of Nursing Agency Representative:_____Date: _____

APPENDIX U
List of Medicaid Approved GAPP Providers
(Updated 11/15/2022)

GAPP Providers for In-Home Nursing	Counties Served*
Coley Reliable Care 547 Winter View Way Stockbridge, Georgia 30281 Phone: (478) 320-6893	Call Provider for Coverage Area
Compassionate In Home Solutions 1948 Walker Avenue Atlanta, Georgia 30337 Phone: (404) 889-7211	Call Provider for Coverage Area
Optimum VIP Care Services 1059 Crown Pointe Parkway, Ste 500 Dunwoody, Georgia 30338 Phone: (678) 622-9807	Cobb, Cherokee, Clayton, DeKalb, Forsyth, Fulton, Gwinnett, Hall, Henry, Rockdale
1st Care HHS 124 New Hope Road Fayetteville, Georgia 30214 Phone: (404) 389-3021	Call Provider for Coverage Area
Golden Home Care 223 Scenic Highway, Ste. 208 Lawrenceville, Georgia 30046 Phone: (770) 910-9826	Call Provider for Coverage Area
Atlanta House Health Care 270 17th Street, NW – Unit 30363 Atlanta, Georgia 30363 Phone: (470) 593-6815	Call Provider for Coverage Area
Crystal Home Care Services 3063 Normandy Ridge Lawrenceville, Georgia 30044 Phone: (714) 592-9129	Henry, Fayette, Rockdale, Fulton, Douglas, DeKalb, Cobb, Clayton, Cherokee
Dedicated Kare 1622 Wood Hollow Court Marietta, Georgia 30062 Phone: (770) 262-6786	Clayton, Forsyth, Henry, Douglas, Rockdale, Cobb, Fulton, Gwinnett, DeKalb
Creating Magical Memories 56 Perimeter Center E, Suite 150 Atlanta, Georgia 30346 Phone: (404) 246-8276	Call Provider for Coverage Area
Patab Healthcare Services 5074 Centennial Commons Drive Acworth, Georgia 30102 Phone: (470) 507-3067	Call Provider for Coverage Area

Healthy Heroes 308 Tree Creek Parkway Lawrenceville, Georgia 30043 Phone: (470) 981-3658	Call Provider for Coverage Area
With Open Arms 3719 Weems Road, Suite A Columbus, Georgia 31909 Phone: (334) 468-8417	Call Provider for Coverage Area
Express Professional Homecare 3469 Lawrenceville Highway, Suite 300 Tucker, Georgia 30084 Phone: (678) 292-6651	Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale
National Home Care 5906 Highway 39 Donalsonville, Georgia 39845 Phone: (800) 977-2186	Miller, Early, Decatur, Grady, Thomas, Mitchell, Dougherty, Lowndes, Seminole
Trusted Care Professionals 711 Bralorna Drive Stone Mountain, Georgia 30087 Phone: (404) 783-0570	Call Provider for Coverage Area
Spirit Home Care 303 Perimeter Center North, Suite 300 Atlanta, Georgia 30346 Phone: (478) 200-3939	Carroll, Paulding, Cherokee, Cobb, Douglas, Clayton, Coweta, Polk, DeKalb, Fulton
Abena Health Solutions 4521 Saddle Bend Trail Snellville, Georgia 30039 Phone: (470) 202-8424	Call Provider for Coverage Area
We Care Private Homecare 17 ½ North Lafayette Square LaGrange, Georgia 30240 Phone: (706) 756-2300	Call Provider for Coverage Area
Koi Healthcare 1201 West Peachtree Street, Suite 2300 Atlanta, Georgia 30309 Phone: (470) 203-6152	Call Provider for Coverage Area
SYNC Healthcare 235 Peachtree Street, NE, Suite 400 Atlanta, Georgia 30303 Phone: (773) 932-8387	Call Provider for Coverage Area
365 Health Care 100 Hartsfield Center Parkway, Suite 500 Atlanta, Georgia 30354 Phone: (678) 975-5886	Call Provider for Coverage Area
Accommodate Medical Staffing 743 Walnut Street, Suite 101 Macon, Georgia 31201 Phone: (478) 318-6840	Call Provider for Coverage Area

Lillie's Helpers 743 Walnut Street, Suite 102 Macon, Georgia 31201 Phone: (478) 216-6336	Call Provider for Coverage Area
Wellive LLC 837 Lee Street, S.W. Atlanta, Georgia 30310 Phone: (786) 831-4348	Henry, Douglas, Clayton, Cobb, Gwinnett, Fulton, DeKalb
Georgia Essential Private Care 100 Victorian Way Quitman, Georgia 31643 Phone: (404) 590-8872	Ben Hill, Clinch, Coffee, Brooks, Thomas, Lowndes, Tift, Colquitt, Berrien, Cook
Hope 4 Haven 4031 Sweetwater Parkway Ellenwood, Georgia 30294 Phone: (678) 503-7980	Call Provider for Coverage Area
Better Life Private Care 104 Cherry Hill Lane Stockbridge, Georgia 30281 Phone: (678) 8513169	Henry, Fulton, DeKalb, Gwinnett, Cobb, Clayton, Coweta, Douglas, Fayette, Forsyth
Agape Home Care Services 390 Windpher Ridge Hampton, Georgia 30228 Phone: (770) 771-6700	Call Provider for Coverage Area
Mother's Child Personal Care 4966 Day Lily Way Acworth, Georgia 30102 Phone: (678) 923-4213	Cobb, Cherokee, Paulding, Fulton, DeKalb, Gwinnett
Hattie's Nursing Hands 3066 Excelsior Court Snellville, Georgia 30039 Phone: (404) 642-1972	Barrow, Cobb, DeKalb, Gwinnett, Forsyth, Fulton, Hall, Henry, Jackson, Oconee, Rockdale, Walson
New Eden Healthcare Services 5119 Brown Crossing Way Powder Springs, Georgia 30127 Phone: (678) 427-8496	Call Provider for Coverage Area
Live Emerge and Persevere 2169 Forest Ridge Road Atlanta, Georgia 30316 Phone: (678) 521-0609	DeKalb, Fulton, Douglas, Clayton, Clarke, Cobb, Rockdale, Henry, Gwinnett, Fayette
Metro 1 Home Care 10500 Abercorn Street Savannah, Georgia 31419 Phone: (912) 201-1415	Call Provider for Coverage Area
Rotex Healthcare Services 8322 Office Park Drive, Suite D Douglasville, Georgia 30134 Phone: (404) 784-9068	Call Provider for Coverage Area

Above Healthcare Services 22 14th Street, Unit 3305 Atlanta, Georgia 30309 Phone: (470) 900-8336	Monroe, Henry, Cherokee, Gwinnett, Fulton, DeKalb, Clayton
Glory Professional Home Services 6781 Londonderry Way, Suite 5 Union City, Georgia 30291 Phone: (678) 519-4753	Call Provider for Coverage Area
Dream Care Atlanta 117 Kiram Terrace Atlanta, Georgia 30331 Phone: (404) 934-1325	Call Provider for Coverage Area
Integrity First Healthcare Services 249 Woodland Road, Lot 12 Cairo, Georgia 39828 Phone: (229) 233-4803	Grady, Decatur, Colquitt, Mitchell, Thomas, Baker
Compassion First 1432 Fall River Drive Conyers, Georgia 30013 Phone: (470) 474-3347	Rockdale, DeKalb, Fulton, Gwinnett, Fayette, Cobb, Coweta, Forsyth, Bibb, Cherokee
MBC Care 1917 Kensington High Street Lilburn, Georgia 30047 Phone: (404) 694-1445	Call Provider for Coverage Area
1st Priority Health Care 555 North Point Center East #402 Alpharetta, Georgia 30022 Phone: (770) 383-5779	Call Provider For Coverage Area
Complete Nursing Care 5688 Woodland Greens Road Douglasville, Georgia 30135 Phone: (404) 316-3631	Douglas, Cobb, Carroll, Coweta, Fulton, Clayton, Paulding, Haralson, Troup, Gwinnett, Rockdale, DeKalb
SLB Healthcare 3420 Sweet Basil Lane Loganville, Georgia 30052 Phone: (404) 759-1516	Call Provider for Coverage Area
Compassion Companions Healthcare 1459 Billy Max Drive Mableton, Georgia 30126 Phone: (404) 626-2935	Call Provider for Coverage Area
Anders Healthcare 3455 Peachtree Road, Ste. 500 Atlanta, Georgia 30326 Phone: (470) 766-9355	Fulton, Cobb, DeKalb, Henry, Gwinnett, Douglas, Forsyth, Fayette, Cherokee, Clayton
JH Healthcare Staffing Agency 8498 Glenview Street Douglasville, Georgia 30134 Phone: (404) 246-3566	Forsyth, Henry, Carroll, Clayton, Paulding, Gwinnett, DeKalb, Cobb, Douglas, Fulton

Mount Eagles Wings Personal Care 202 New Petersburg Drive Martinez, Georgia 30907 Phone: (706) 284-9959	Call Provider for Coverage Area
Bee Kind Home Health 1795 Whitehall Court Marietta, Georgia 30066 (404) 457-3442	Fulton, Gwinnett, Cobb, DeKalb, Clayton, Cherokee, Forsyth, Henry, Paulding, Douglas
Celestial Healthcare Services 248 Bob Wages Road Bogart, Georgia 30622 Phone: (678) 863-5537	Elbert, Walton, Oconee, Greene, Barrow, Clarke, Jackson, Oglethorpe, Morgan, Madison
Innovative Home Care 741 Woodstone Road Lithonia, Georgia 30058 Phone: (770) 680-2046	Call Provider for Coverage Area
Haylee Home Care Services 2618 Sable Glen Court Buford, Georgia 30519 Phone: (678) 936-6625	Call Provider for Coverage Area
Barbara Kares of Central Georgia 1277 Twin Pine Road Milledgeville, Georgia 31061 Phone: (478) 234-0070	Call Provider for Coverage Area
L'Amour Home Care 6436 Gina Agha Circle Lithonia, Georgia 30038 Phone: (682)260-4088	Douglas, Cherokee, Forsyth, Fayette, Gwinnett, Fulton, Decatur, DeKalb, Cobb, Clayton
Horizon Plus 204 Bordeaux Drive Fayetteville, Georgia 30214 Phone: (404) 490-1890	Call Provider for Coverage Area
Eshcol Healthcare Agency 1169 Leybourne Cove Lawrenceville, Georgia 30045 Phone: (470) 419-1040	Call Provider for Coverage Area
SCCL Home Care 1363 Valley View Road Dunwoody, Georgia 30338 Phone: (470) 685-6512	DeKalb, Cobb, Fulton, Gwinnett, Forsyth, Clayton, Paulding, Rockdale, Cherokee, Fayette
A1-GA Healthcare Agency 4505 Peachtree Industrial Blvd. Ste. K Norcross, Georgia 30092 Phone: (678) 446-1832	Call Provider for Coverage Area
Summit Care 183 Kenvilla Drive Tucker, Georgia 30084 Phone: (404) 405-3690	DeKalb, Gwinnett, Cherokee, Cobb, Clayton, Fayette, Fulton, Chatham, Forsyth, Paulding

Rise and Restore Healthcare 2314 Willington Shoals Place Smyrna, Georgia 30080 Phone: (678) 783-8131	Cobb, Fulton, Gwinnett, DeKalb, Clayton, Douglas, Fayette, Coweta, Henry, Paulding
K Devine Cares 420 Thornbush Trace Lawrenceville, Georgia 30046 Phone: (470) 428-5431	Douglas, Rockdale, Clayton
Greater Living Home Care 10140 Ford Avenue, Suite 2 Richmond Hill, Georgia 31324 Phone: (912) 446-5838	Chatham, Bulloch, Effingham, Screven, Candler, Bryan, Glynn, Emanuel, Liberty, Evans
Heritage Health Partners 2186 Hamilton Lake Parkway Buford, Georgia 30519 Phone: (678) 895-5389	Barrow, Clayton, Cobb, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Henry, Rockdale
H.E.R. Community Services 110 Stoney Point Terrace Covington Georgia 30014 Phone: (404) 621-8896	Greene, Oconee, Butts, Jasper, DeKalb, Henry, Morgan, Walton, Rockdale Newton
Traveling Angels Nursing Services 4678 Irish Red Court Union City, Georgia 30291 Phone: (334) 322-3845	Call Provider for Coverage Area
Quality Care Home Care Services 3372 NE Peachtree Road, Suite 115 Atlanta, Georgia 30326 Phone: (864) 907-4525	Call Provider for Coverage Area
Circle of Greatness Home Care 3372 NE Peachtree Road Suite 115 Atlanta, Georgia 30326 Phone: (470) 957-6199	Call Provider for Coverage Area
Shahidah's Care Agency 1279 Allene Avenue Atlanta, Georgia 30310 Phone: (470) 502-3444	Rockdale, Forsyth, Cobb, Clayton, DeKalb, Gwinnett, Fulton, Fayette, Henry, Douglas
Del Mar Healthcare 1123 Bentley Estates Drive Dacula, Georgia 30019 Phone: (470) 800-6336	Gwinnett, Fulton, Rockdale, Newton, Walton, Forsyth, Clark, Cobb, Barrow, DeKalb
Wooten Healthcare Services 1233 Lakeview Cove Grayson, Georgia 30017 Phone: (404) 775-8044	Fayette, Henry, DeKalb, Clayton, Carroll, Fulton, Douglas, Forsyth, Cobb, Gwinnett
Agape Care Services 2505 Club Place Duluth, Georgia 30096 Phone: (478) 420-0271	Call Provider for Coverage Area

Care 1st Healthcare Staffing 5353 Veterans Parkway, Suite D Columbus, Georgia 31904 Phone: (706) 225-0810	Harris, Talbot, Stewart Marion, Troup, Muscogee, Webster, Chattahoochee, Taylor, Meriwether
Easy Homesolvers 1660 Hatteras Trail Grayson, Georgia 30017 Phone: (678) 516-5234	Gwinnett, Hall, Forsyth DeKalb, Clayton, Fulton, Walton, Cobb, Henry, Rockdale
TMC Care Services 9040 Roswell Road Atlanta, Georgia 30350 Phone: (562) 354-3819	Call Provider for Coverage Area
Prestige Health Partners 711 Autumn Meadow Drive Loganville, Georgia 30052 Phone: (678) 628-7632	Call Provider for Coverage Area
Gentle Care Home Services 2803 Harwood Drive Hephzibah, Georgia 30815 Phone: (404) 952-7022	Richmond, Jefferson, McDuffie, Columbia, Warren, Burke
Rose Garden Health Services 5378 Silverwoods Walk Powder Springs, Georgia 30127 Phone: (678) 549-2323	Cherokee, Cobb, Clayton, DeKalb, Fayette, Fulton, Gwinnett, Rockdale, Paulding, Douglas
Royal Care Service 1607 Barrington View Stone Mountain, Georgia 30087 Phone: (404) 702-9821	Call Provider for Coverage Area
AA Personal Care 202 Charlie Fuller Road Grantville, Georgia 30220 Phone: (770) 927-2290	Call Provider for Coverage Area
Divine Healing Healthcare 2815 Carolina Ridge Riverdale, Georgia 30296 Phone: (770) 873-5098	Rockdale, Henry, Gwinnett, Fayette, Douglas, Coweta, Cobb, DeKalb, Clayton, Fulton
Onekap Healthcare Solutions 2723 Madison Mae Lane Grayson, Georgia 30017 Phone: (770) 800-6603	Gwinnett, Greene, DeKalb, Rockdale, Cobb, Dawson, Putnam, Watson, Fulton
R.A.N. Staffing 2433 Wild Springs Court Decatur, Georgia 30034 (470) 428-4460	Newton, Fayette, Rockdale, Henry, Gwinnett, Douglas, Clayton, Cobb, Fulton, DeKalb
Everlasting Growth 956 Belfry Terrace Fairburn, Georgia 30213 Phone: (678) 974-9000	Bartow, Clayton, Cherokee, Cobb, DeKalb, Fayette, Fulton, Gwinnett, Hall, Henry

Opulent Private Care Services 3878 Winners Court Marietta, Georgia 30062 Phone: (760) 637-4024	Gwinnett, DeKalb, Fulton, Cobb
Affordable Care Services 925 Main Street; Suite 106 Stone Mountain, Georgia 30083 Phone: (404) 405-4571 or (800) 299-5670	DeKalb, Gwinnett, Clayton, Fulton, Rockdale, Newton, Henry
Divine Source Healthcare Systems 5903 Eagles Crossing Riverdale, Georgia 30274 Phone: (404) 993-9211	Butts, Henry, Spalding, Bibb, Houston, Clayton, Pike, Fulton, Peach, Troup
Barbara Kares In-Home Care 1277 Twin Pine Road Milledgeville, Georgia 31061 Phone: (478) 234-0070	Rockdale, Coweta, Meriwether, Troup, Harris, Muscogee, Wilkinson, Clayton, DeKalb, Fulton, Henry Butts, Lamar, Pike, Spalding, Greene, Newton, Baldwin, Bibb, Crawford, Monroe, Peach, Putnam, Twiggs, Columbia, Hancock, Jefferson, McDuffie, Warren, Washington, Richmond, Johnson
Reaching Clarity Homecare 5536 Old National Highway, Suite 200-A College Park, Georgia 30349 Phone: (678) 834-9107	Paulding, Rockdale, Spalding, Douglas, Gwinnett, Fayette, Cobb, Henry, DeKalb, Fulton
Avant Care 1000 Parkwood Circle, Suite 900 Atlanta, Georgia 30339 Phone: (678) 969-4200	Cobb, Gwinnett, DeKalb, Fulton, Rockdale, Fayette, Clayton, Forsyth, Douglas, Cherokee
New Progressions 5526 Old National Highway, Suite B&C Atlanta, Georgia 30349 Phone: (404) 565-2249	Floyd, Cherokee Cobb, Douglas, Forsyth, Paulding, Spalding Clayton, DeKalb, Fulton Gwinnett, Newton Rockdale, Butts, Carroll, Coweta. Fayette, Henry
Hand N Hand Home Care 5066 La Vista Road Tucker, Georgia 30084 Phone: (678) 508-0619	Call Provider for Coverage area
Metro 1 Home Care 3613 Braselton Highway, Suite 103 Dacula, Georgia 30019 Phone: (470) 372-1771	Call Provider for Coverage area
Turning Point Healthcare Services 11339 Michelle Way Hampton, Georgia 30228 Phone: (470) 445-6296	Clayton, Coweta, Gwinnett, Fayette, Cobb, Fulton, DeKalb, Henry, Rockdale, Spaulding, Butts
Me and My Nanna 5878 Buford Highway, Suite 9 Atlanta, Georgia 30340 Phone: (323) 696-5170	Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Haralson, Henry, Newton, Paulding, Rockdale, Spalding, Stephens, Banks, Franklin, Hart, Rabun, Towns, Union, Lumpkin, Dawson, White, Habersham, Hall

Sadiecare Health Services 483 Holderness Street, SW, Unit B Atlanta, Georgia 30310 Phone: (404) 550-2241	Gwinnett, Henry, Clayton, Forsyth, DeKalb, Rockdale, Spalding, Fayette, Douglas, Fulton, Cobb
Prime Mission Home Care 120 Muirfield Drive Covington, Georgia 30016 Phone: (470) 685-1099	Walton, Newton, Gwinnett, Fayette, Cobb, Clayton, Fulton, Henry, Rockdale, DeKalb
Custom Living Care 3949 Kingfisher Drive Atlanta, Georgia 30349 Phone: (229) 344-6962	Fulton, Clayton, Henry, Fayette, Douglas, Cobb, Forsyth, Cherokee, DeKalb, Gwinnett
Healthlink Home Care 1992 Cooper Lake Drive Smyrna, Georgia 30080 Phone: (410) 218-3525	Henry, Fayette, Cobb, Fulton, DeKalb, Gwinnett, Clayton Forsyth, Paulding
Affordable Family Home Care 12461 Veterans Memorial Highway Suite 675 Douglasville, Georgia 30134 Phone: (470) 260-2424	Douglas, Paulding, Cobb, Fulton Cherokee, Carroll, Clayton, Fayette
Macksimum Alliance 3114 Augusta Tech Drive Augusta, Georgia 30096 Phone: (706) 369-7771	Columbia, Richmond, Burke, McDuffie, Lincoln Greene, Hancock, Jenkins Taliaferro, Warren, Clarke, Elbert, Emmanuel, Madison, Newton, Oconee, Oglethorpe,
Emary Home Care Services 3277 Laventure Drive Chamblee, Georgia 30341 Phone: (404) 455-0964	Rockdale, Screven, Wilkerson Cherokee, Clayton, Cobb, DeKalb, Douglas Fayette, Fulton, Gwinnett, Henry, Rockdale
A&S Health Care Services 2033Tulip Petal Road Auburn, Georgia 30011 Phone: (678) 698-4726	Fulton, Bartow, Barrow, Hall, Cobb, Gwinnett, Forsyth, DeKalb, Walton, Henry, Paulding, Dawson, Rockdale, Jackson, Newton, Oconee, Oglethorpe, Lumpkin
Dr. Bostic Private Home Care 1749 Highway 92 Fayetteville, Georgia 30215 Phone: (863) 777-3846	Clayton, Cobb, Cherokee, Douglas, DeKalb, Fayette, Fulton, Gwinnett, Henry, Rockdale
Home Care Promise 3343 Peachtree Road, NE Suite 145 Atlanta, Georgia 30326 Phone: (404) 590-2246	Cobb, Cherokee, DeKalb, Douglas, Forsyth, Fulton, Gwinnett, Paulding, Hall, Henry, Rockdale, Spalding, Fayette, Floyd, Carroll, Habersham, Pike, Richmond
First Match Services 12461 Veterans Memorial Highway Suite 649 Douglasville, Georgia 30135 Phone: (844) 439-0488	Baldwin, Bibb, Carrollton, Cobb, Crawford, DeKalb Douglas, Fulton, Gwinnett, Houston, Jones, Monroe, Paulding, Peach, Putnam, Twiggs, Wilkinson

Helping Hands Home Care 735 Ridge Road Canton, Georgia 30114 Phone: (470) 469-7136	DeKalb, Gilmer, Forsyth, Fulton, Cobb, Gordon, Floyd, Pickens, Bartow, Cherokee
New Life Private Care 2363 Jasmine Glen Drive Buford, Georgia 30519 Phone: (770) 309-7677	Gwinnett, Cobb, Clarke, DeKalb, Hall, Clayton, Bibb, Columbia, Fulton, Forsyth
Davis Staffing 4703 Mason Road Atlanta, Georgia 30349 Phone: (229) 738-3619	Rockdale, Barrow, Cherokee, Coweta, Forsyth, Gwinnett, Henry, Paulding, Cobb, Fulton
A & C Private Homecare 5855 Jimmy Carter Blvd. Suite 260 Norcross, Georgia 30071 Phone: (770) 776-7048	Cobb, DeKalb, Fulton, Gwinnett, Paulding, Bartow, Banks, Dawson, Franklin, Forsyth, Hall, Jackson, Jasper, Clarke, Walton, Barrow, Oconee, Floyd, Polk, Habersham, Hart, Stephens, White, Clayton, Douglas, Henry, Rockdale, Barrow, Elbert, Monroe, Newton, Oglethorpe, Madison
Lenus In Home Care 4236 Columbia Road Martinez, Georgia 30906 Phone: (706) 726-0458	Richmond, Columbia, Burke
Pennies R Us 4262 Ivy Run Ellenwood, Georgia 30294 Phone: (404) 202-4187	Clayton, Cobb, DeKalb, Fulton, Gwinnett, Henry Newton, Rockdale, Walton
Anesi Healthcare 873 Bishops Run Lane Mableton, Georgia 30126 Phone: (678) 499-1414	Cobb, DeKalb, Fulton, Gwinnett, Henry, Cherokee, Clayton, Douglas, Paulding, Carroll
Epic Home Care Svcs 2060 Jackson Ridge Cove Kennesaw, Georgia 30144 Phone: (678) 371-9672	Cherokee, Fayette, Forsyth, Rockdale, Paulding, Fulton, Coweta, Gwinnett, DeKalb, Cobb
Angels Court 1546 Riverview Road Monroe, Georgia 30655 Phone: (678) 458-6270	Gwinnett, Henry, DeKalb, Rockdale, Newton, Cobb, Walton
Paradise Healthcare 2480 Windy Hill Road, Suite 113 Marietta, Georgia 30067 (Phone): (770) 434-1900	Bartow, Bibb, Butts, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Forsyth, Fulton, Gwinnett, Haralson, Henry, Monroe, Newton, Paulding, Pickens, Polk
Smith Personal Care Home 106 Pierce Avenue Swainsboro, Georgia 30401 Phone: (478) 494-1034	Burke, Screven, Jenkins, Bulloch, Candler, Jefferson, Laurens, Johnson, Washington, Treutlen, Toombs

Kind Care Services 233 12th Street, Suite 802-B Columbus, Georgia 31901 Phone: (706) 341-1848	Muscogee, Harris, Upson, Meriwether, Taylor, Marion, Troup, Talbot, Chattahoochee, Coweta
Thrive Pediatric Care 915 Hill Park, Suite 100A Macon, Georgia 31201 Phone: (470) 381-1323	Barrow, Bartow, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Haralson, Henry, Jasper, Lamar, Laurens, Meriwether, Morgan, Newton, Paulding, Pickens, Pike, Polk, Rockdale, Talbot, Upson, Walton, Bleckley, Bibb, Butts, Crawford, Crisp, Dodge, Dooly, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Spalding, Twiggs, Bryan, Bulloch, Candler, Chatham, Effingham, Emanuel, Evans, Liberty, Long, McIntosh, Screven
Loving Hearts Homecare 600 Westridge Parkway, Ste. 716 McDonough, Georgia 30253 Phone: (678) 392-3844	Clayton, DeKalb, Fayette, Fulton, Henry
Claude's Loving Hands 152 New Street, Suite 30D Macon, Georgia 31201 Phone: (478) 722-4512	Baldwin Bibb, Houston, Peach, Sumter, Pulaski Twiggs, Dooley, Monroe, Jones
Amazing Care Agency 316 West Pike Street, Suite 108 Lawrenceville, Georgia 30046 Phone: (678) 585-3325	Call Provider for Coverage Area
Care That Matters 3540 Wheeler Road, Suite 201 Augusta, Georgia 30909 Phone: (706) 945-2334	Call Provider for Coverage area
Assist Healthcare Services 2780 Scenic Drive, Suite 4 Blue Ridge, Georgia 30513 Phone: (800) 208-2298	Catoosa, Cherokee, Dawson, Fannin, Forsyth, Gilmer, Gordon, Hall, Habersham, Lumpkin, Murray, Pickens, Rabun, Towns, Union, Whitfield, White
Caring Hands Homecare 3930 Nemours Trail Kennesaw, Georgia 30152 Phone: (678) 401-5639	Gwinnet, Bartow, Floyd, Clayton, Barrow, Henry, Catoosa, Murray, Pickens, Gilmer, Fannin, Cobb, DeKalb, Paulding, Cherokee, Douglas, Fulton, Haralson, Polk, Whitfield, Chattooga
ABBA Health Services 1363 Valmont Trace NE Marietta, Georgia 30066 Phone: (678) 885-7229	Coweta, Henry, Douglas, Forsyth, Paulding, Gwinnett, Clayton, Cherokee, Fulton, Cobb
Constant Healthcare 689 Blue Ash Court McDonough, Georgia 30253 Phone: (678) 592-2656	DeKalb, Fulton, Newton, Bibb, Coweta, Gwinnett, Rockdale, Spalding, Henry, Clayton

Alpha-Ohms Healthcare 5409 The Vyne Avenue Atlanta, Georgia 30349 Phone: (404) 655-9155	Cobb, Fulton, Clayton, Paulding, Douglas, DeKalb, Gwinnett, Cherokee, Fayette, Rockdale, Henry
Angelic Touch Cares 1705 Betram Lane Marietta, Georgia 30008 Phone: (678) 403-2807	Cobb, Fulton, DeKalb, Cherokee, Douglas, Carroll, Gwinnett, Paulding
All Angel Care 2398 Lenora Church Road Suite 102 Snellville, Georgia 30078 Phone: (504) 909-2838	Banks, Barrow, Butts, Clayton, Cherokee, Cobb, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Henry, Jackson, Jasper, Morgan, Newton, Oconee, Oglethorpe, Paulding, Pike, Rockdale, Spalding, Walton
Lucienne Home Care 2407 Hi Roc Road Conyers, Georgia 30012 Phone: (678) 789-0739	Fulton, Jackson, Cobb, Henry, Walton, Paulding, DeKalb, Barrow, Rockdale, Gwinnett
Prime Homecare 3196 Dolostone Way Dacula, Georgia 30019 Phone: (404) 514-6694	Rockdale, Henry, Newton, Gwinnett, Fulton, DeKalb, Clayton, Cobb
Agape Family Healthcare 11555 Medlock Bridge Road, Ste. 147 Jones Creek, Georgia 30097 Phone: (678) 597-4293	Cobb, Gwinnett, Fulton, Forsyth, DeKalb, Decatur, Bartow, Hall, Paulding Henry
Precious Angel Homecare 1995 North Park Place, Suite 435 Atlanta, Georgia 30339 Phone: (404) 490-9355	Paulding, Carroll, Bartow, Gwinnett, Cobb, DeKalb, Fulton, Clayton, Cherokee, Forsyth, Douglas, Fayette, Spalding, Hall, Habersham
Personal Companions Home Care 220 East Lanier Street, Suite 7 Fayetteville, Georgia 30214 Phone: (513) 332-1993	Cobb, Clayton, DeKalb, Henry, Fayette, Fulton, Gwinnett, Rockdale
Bestlife Homecare 4271 Anderson Ridge Way Austell, Georgia 30106 Phone: (678) 360-5399	Paulding, Gwinnett, Fulton, Douglas, Clayton, Cherokee, Carroll, Bartow, Cobb
Edlyn Healthcare 1755 North Brown Road, Suite 200 Lawrenceville, Georgia 30043 Phone: (678) 469-5513	Gwinnett, DeKalb, Cobb, Fulton, Forsyth, Henry, Clayton, Banks, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Hart, Lumpkin, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White, Whitfield
Affinity Pediatrics 820 Pavilion Court Suite B McDonough, Georgia 30252 Phone: (678) 782-3513	Butts, Clayton, DeKalb, Fayette, Fulton, Gwinnett, Henry, Newton, Rockdale, Spaulding, Paulding, Cobb, Douglas, Floyd, Troup

Compassionate Care Personal Care 182 Ripley Avenue, Suite B Macon, Georgia 30210 Phone: (478) 357-2122	Baldwin, Bibb, Wilkinson, Jones, Twiggs, Peach, Monroe, Crawford, Bleckley, Houston
Bennett Personal Care 2140 Rockbridge Road, Suite 104 Stone Mountain, Georgia 30087 Phone: (678) 791-5165	Call Provider for Coverage Area
Tender Touch Healthcare 55 Atlanta Street, Suite 103 Marietta, Georgia 30060 Phone: (678) 687-2305	Cobb, Cherokee, Fulton, DeKalb, Gwinnett, Bartow, Paulding, Forsyth, Douglas, Floyd, Clayton, Henry
Open Arm Care Service 2108 Caneridge Drive Marietta, Georgia 30064 Phone: (770) 686-7546	Paulding, Gwinnett, Douglas, DeKalb, Fulton, Cobb, Pickens Bartow, Cherokee, Clayton
Integricare 1888 Hollywood Road Unite 7401 Atlanta, Georgia 30327 Phone: (678) 334-1163	DeKalb, Cobb, Cherokee, Fulton, Gwinnett, Forsyth, Coweta, Fayette, Clayton, Douglas
Eagles Wings Healthcare Services 2540 Turtle Terrace Grayson, Georgia 30017 Phone: (770) 568-6166	Hall, Gwinnett, Fulton, DeKalb, Forsyth, Clarke, Cobb, Barrow
Lexx Homecare 999 Whitlock Avenue, Suite 9 Marietta, Georgia 30064 Phone: (404) 933-7016	Fulton, Bartow, Gwinnett, Walton, DeKalb, Clayton, Floyd, Forsyth, Cobb, Cherokee, Gordon, Paulding, Douglas, Carroll, Clarke, Polk
Quantum Grace Solutions 1710 Stoneoak Circle Lawrenceville, Georgia 30043 Phone: (678) 779-2070	Gwinnett, Fulton, Clayton, DeKalb, Cobb, Walton, Forsyth, Bartow, Rockdale, Henry
Precision Care Solutions 221 Semel Circle N.W., Unit 253 Atlanta, Georgia 30309 Phone: (404) 536-1825	Fulton, DeKalb, Clayton, Cobb, Gwinnett
Medi-Cure Home Care 2505 Chamblee Tucker Road, Ste. 210 Chamblee, Georgia 30341 Phone: (770) 755-1394	DeKalb, Fulton, Clayton, Henry, Gwinnett, Cobb, Rockdale, Newton, Walton, Fayette, Forsyth, Douglas, Cherokee, Coweta, Hall, Barrow, Jackson
Need for Care Health Services 3651 Monticello Street Douglasville, Georgia 30135 Phone: (404) 644-7731	Carroll, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Paulding

Standard Homecare of Augusta 4583 Coldwater Street Grovetown, Georgia 30813 Phone: (703) 597-2765	Richmond, Columbia, McDuffie, Lincoln, Burke, Warren, Jefferson, Glascock, Jenkins, Emanuel
Assured and Associates 8687 Hospital Drive, Suite 103 Douglasville, Georgia 30134 Phone: (404) 957-1968	Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Forsyth, Fulton, Gordon, Gwinnett, Henry, Newton, Paulding
Jeremy's Place 4910 Jonesboro Road, Bldg. 200 Union City, Georgia 30291 Phone: (678) 849-5294	Fulton, Clayton, Henry, Coweta, Fayette
Clara's Home Healthcare 3469 Henley Street Rex, Georgia 30273 Phone: (678) 783-9696	Cherokee, Fayette, Cobb, Rockdale, DeKalb, Douglas, Gwinnett, Fulton, Henry, Clayton
Southern Oaks Healthcare 304 Everly Circle Locust Grove, Georgia 30248 Phone: (478) 365-9062	Henry, Macon, Spalding, Fulton, Newton, Houston, Fayette, DeKalb, Clayton, Bibb
Aspire Home Care 282 Rockin Hill Drive Marietta, Georgia 30060 Phone: (678) 913-9984	Cobb, Cherokee, Decatur, DeKalb, Douglas, Fayette, Floyd, Fulton, Gwinnett, Paulding
Compassionate Professional Home Care 527 U.S. Highway 80, Suite 102 Garden City, Georgia 31408 Phone: (912) 677-2143	Chatham, Bryan, Effingham, Long, Glynn, Bulloch, Camden, McIntosh, Screven, Laurens
Pathmedic 1229 Royal Drive, Suite E Conyers, Georgia 30094 Phone: (770) 679-9348	Cobb, DeKalb, Fayette, Fulton, Gwinnett, Clayton, Henry, Rockdale, Barrow, Clarke, Jasper, Newton, Walton, Forsyth, Hall, Bibb, Spalding, Butts
Ozzyrose Health Services 7007 Lexington Drive Roswell, Georgia 30075 Phone: (678) 702-2488	Cobb, Paulding, Henry, Fayette, Douglas, Cherokee, Clayton, Forsyth
LaPaz Homecare 6974 Springwood Drive Douglasville, Georgia 30135 Phone: (404) 229-4533	Gwinnett, Fayette, Cobb, Paulding, Fulton, DeKalb, Carroll, Douglas
Abel Mable Assisted Home Care 5532 Old National Highway Bldg. G – Suite 350 College Park, Georgia 30349 Phone: (404) 209-9744	Fulton, Gwinnett, DeKalb, Coweta, Fayette, Henry, Clayton, Paulding, Douglas, Cobb, Richmond, Bibb, Houston, Muscogee, Rockdale,

Qualucare 3707 Main Street, Suite 6 College Park, Georgia 30337 Phone: (404) 213-2655	Gwinnett, Hall, Forsyth, Cobb, Paulding, Clayton, Fulton, Fayette, Douglas, Henry
Faith Health Services 240 Prospect Place, Unit E-1 Alpharetta, Georgia 30005 Phone: (404) 494-0801	Cobb, Fulton, DeKalb, Gwinnett, Henry
Professional and Quality Home Care 1755 North Brown Road, Suite 235 Lawrenceville, Georgia 30043 Phone: (678) 690-5198	Fulton, DeKalb, Gwinnett, Cobb
EKAA Care & Support 332 Brentford Avenue Grovetown, Georgia 30813 Phone: (404) 663-5578	Burke, Columbia, Jefferson, McDuffie, Richmond, Taliaferro, Warren, Washington, Wilkes
Infinite Care Services 157 Burke Street #108 Stockbridge, Georgia 30281 Phone: (678) 462-3376	Butts, Jackson, Bibb, Spalding, Fayette, DeKalb, Fulton, Cobb, Clayton, Henry, Forsyth, Morgan, Decatur, Gwinnett, Douglas, Rockdale, Clarke, Carroll, Newton, Cherokee
Lillie's Healthcare 5002 Streator Drive Columbus, Georgia 31907 Phone: (706) 330-6782	Muscogee, Harris, Chattahoochee, Dougherty, Talbot, Troup, Marion, Steward, Webster, Terrell
Maxi Healthcare Services 2453 Powder Springs Road, Suite 220B Marietta, Georgia 30064 Phone: (770) 356-7597	Cobb, Douglas, Forsyth, Fulton, DeKalb, Gwinnett, Clayton, Paulding, Carroll, Floyd, Bartow, Chattooga, Harleson, Pickens, Polk, Gordon
Saralin Healthcare Services 3026 Lawson Drive Marietta, Georgia 30064 Phone: (678) 230-3322	Clayton, Cobb, Fulton, Gwinnett, DeKalb, Clarke, Fayette, Henry, Douglas, Polk, Floyd, Meriwether, Carroll, Butts
Epiphany Healthcare System 1015 Tyrone Road, Bldg. 100 Tyrone, Georgia 30290 Phone: (770) 306-3416	Jasper, Morgan, Newton, Pike, Fulton, Coweta, Muscogee, Fayette, Clayton, Henry, Dekalb, Rockdale, Cobb, Cherokee, Spalding, Carroll, Heard, Meriwether, Douglas, Paulding, Gwinnett, Barrow, Bibb, Butts, Floyd, Franklin, Upson, Troup, Dougherty, Lumpkin, Randolph, Houston, Crisp, Sumter, Chattahoochee
Another Chance Rehabilitation 5301 Snapfinger Park Drive Decatur, Georgia 30035 (678) 518-1823	DeKalb, Clayton, Newton, Fulton, Gwinnett, Rockdale
Rasmussen Home Care 9730 Hillside Drive Roswell, Georgia 30076 Phone: (404) 996-9466	Fulton, Gwinnett, Cherokee, Forsyth, Hall, Cobb, DeKalb, Douglas, Clayton, Fayette

ABC Home Care Agency 3348 Peachtree Road, NE Ste. 700 Atlanta, Georgia 30326 (718) 219-0090	DeKalb, Fulton, Decatur, Cobb, Clayton, Gwinnett, Macon, Fayette, Henry, Forsyth
Gees Hope Caring Agency 3655 Crestwood Parkway, Ste 430 Duluth, Georgia 30096 Phone: (404) 432-8287	Gwinnett, Forsyth, Hall, Franklin, Cobb, Fulton, DeKalb, Clayton, Jackson, Douglas, Rockdale, Barrow, Walton
K & K Healthcare Systems 112 Flippen Road Stockbridge, Georgia 30281 (404) 484-7374	Banks, Dawson, Franklin, Habersham, Hall, Hart, Rabun, Stephens, Towns, White, Floyd Paulding, Cherokee, Clayton, Cobb, DeKalb Douglas, Fayette, Fulton, Gwinnett, Rockdale, Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson, Clarke, Jackson, Jasper, Newton, Chattahoochee, Clay, Harris, Macon, Muscogee, Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Burke, Columbia, Glascock, Hancock, Jefferson, Richmond, Washington
Fresh Dew Home Care 1495 Union Station Court Lawrenceville, Georgia 30045 Phone: (678) 755-8555	DeKalb, Gwinnett, Cobb, Forsyth, Hall, Rockdale, Barrow, Walton, Jackson
Loving Heart Healthcare 3334 Stone Mountain Parkway, Suite E Snellville, Georgia 30078 Phone: (770) 885-3453	Fulton, Hall, Rockdale, Clayton, Henry, Barrow, Newton, Walton, DeKalb, Gwinnett
True Healthcare 1866 Goodhearth Drive., NE Marietta, Georgia 30066 Phone: (404) 960-1911	Carroll, Forsyth, Gwinnett, Polk, Fulton, Douglas, Bartow, Paulding, Cherokee, Cobb
ABC Home Health Care Services 3675 Crestwood Parkway, Suite 400 Duluth, Georgia 30096 Phone: (404) 702-3409	DeKalb, Forsyth, Fulton, Gwinnett, Hall, Henry, Cobb, Cherokee, Habersham, Paulding, Jackson, Clayton, Dawson, Douglas, Rockdale, Floyd, Bulloch, Walton, Monroe, Muscogee, Spalding, Clarke, Dougherty, Barrow
League of Private Homecare 5310 Arbor Gate Drive Atlanta, Georgia 30324 Phone: (470) 377-1829	Coweta, Clayton, DeKalb, Cobb, Gwinnett, Fulton, Newton, Fayette, Rockdale, Henry
Interim Healthcare 801 Broad Street, Suite 605 Augusta, Georgia 30901 Phone: (706) 550-1107	Richmond, Columbia, Burke, McDuffie, Jefferson, Glascock, Warren, Clarke, Oconee, Greene, Oglethorpe, Taliaferro, Wilkes, Lincoln
Trans Alliance Med. 2650 Holcomb Bridge Road, Suite 540 Alpharetta, Georgia 30022 Phone: (770) 992-9940	Fulton, Cobb, DeKalb, Gwinnett, Forsyth, Fayette, Clayton, Douglas, Rockdale, Henry, Dawson, Walton, Barrow, Cherokee, Douglas, Paulding, Walton, Wilcox, Coweta, Newton, Bartow,

	Banks, Lumpkin, Union, Towns, Rabun, White, Habersham, Stephens, Franklin, Putnam, Hart, Hall, Clarke, Jackson, Gordon, Butts, Spalding, Pickens, Carroll
Greenessee, LLC 3303 Sandalwood Drive Sandy Springs, Georgia 30350 Phone: (404) 751-8357	Cobb, Fulton, Cherokee, Clayton, DeKalb, Gwinnett, Hall, Forsyth, Dawson, Henry, Spalding, Paulding, Oconee, Douglas, Fayette, Floyd, Bartow, Rockdale, Lumpkin, White, Habersham, Coweta, Carroll, Jackson, Butts, Newton, Jasper, Bibb, Barrow, Haralson, Meriwether, Pike, Polk, Troup, Decatur, Oglethorpe, Lamar, Heard,
Lighthouse of Columbus 6634 Forrest Road Columbus, Georgia 31907 Phone: (706) 442-7783	Muscogee, Harris, Troup, Coweta, Meriwether, Talbot, Marion, Taylor, Chattahoochee, Schley, Sumter, Webster, Stewart, Quitman, Randolph, Lee, Terrell, Dougherty, Calhoun, Clay
Graceol Corporation 1059 Green Street Conyers, Georgia 30012 Phone: (404) 839-2688	Butts, DeKalb, Gwinnett, Henry, Jasper, Newton, Rockdale, Walton, Fulton, Clayton, Cobb, White
Razom Healthcare 7803 Bar Harbor Drive Riverdale, Georgia 30296 Phone: (404) 429-5597	Cobb, Clayton, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Newton, Spaulding
Kay's Homecare 4757 Canton Road, Suite 222 Marietta, Georgia 30066 Phone: (678) 910-8355	Cobb, Fulton, Cherokee, Clayton, DeKalb, Gwinnett, Hall, Forsyth, Dawson, Henry, Spalding, Paulding, Douglas, Fayette, Floyd, Bartow, Rockdale, Lumpkin, White, Habersham, Coweta, Carroll, Jackson, Butts
BT Staffing 4474 North Royal Atlanta Drive, Suite A Tucker, Georgia 30084 Phone: (770) 203-0183	DeKalb, Gwinnett, Henry, Fulton, Cobb, Rockdale, Fayette, Bibb, Newton, Walton, Douglas, Jasper
A New Start Pediatrics 2505 Haynes Club Circle Grayson, Georgia 30017 Phone: (678) 516-7364	Barrow, Clayton, Cobb, DeKalb, Douglas, Forsyth, Fulton, Gwinnett, Hall, Rockdale
Global Private Homecare Solutions 400 Galleria Parkway, Suite 1500 Atlanta, Georgia 30339 Phone: (678) 385-5920	Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Meriwether, Rockdale
Providence Healthcare of Georgia 6509 Bennington Bluff Court Mableton, Georgia 30126 Phone: (404) 408-8703	Paulding, Douglas, Carroll, Fulton, Clayton, Henry, DeKalb, Rockdale, Gwinnett
ARAA Home Care 2020 Avalon Parkway, Suite 380 McDonough, Georgia 30253 Phone: (678) 833-1818	Clayton, Dade, DeKalb, Fulton, Fayette Gwinnett, Henry, Newton, Rockdale, Cobb, Spalding, Coweta, Walton, Muscogee, Harris, Troup, Chattahoochee, Meriweather

C & C Healthcare Services 1640 Powers Ferry Road, Bldg. 16 Atlanta, Georgia 30339 Phone: (770) 690-9094	Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Fulton, Gwinnett, Haralson, Heard, Henry, Lamar, Meriwether, Newton, Paulding, Pike, Polk, Rockdale, Spalding, Troup, Walton, Upson
Citadel Community Health Services 3102 Madelyn Heights Terrace Marietta, Georgia 30064 Phone: (678) 899-3394	Bibb, Gwinnett, Henry, Clayton, DeKalb, Fulton, Douglas, Cherokee, Paulding, Cobb
Bel Regional Care 2008 East View Parkway, Suite 153 Conyers, Georgia 30013 Phone: (770) 474-1235	Barrow, Cobb, Clayton, Fulton, DeKalb, Gwinnett, Henry, Newton, Rockdale, Walton
JAS Links Healthcare 2282 Meadow Church Road Duluth, Georgia 30097 Phone: (678) 292-3290	Banks, Barrow, Cherokee, Clayton, Cobb Dawson, DeKalb, Douglas, Forsyth, Fayette, Franklin, Fulton, Gwinnett, Henry, Hall, Hars, Jackson, Jasper, Lumpkin, Paulding, Oconee, Rockdale, White
Suitable for the People Health Service 975 Gaines School Road Athens, Georgia 30605 Phone: (706) 850-6109	Rockdale, Gwinnett, Fulton, DeKalb, Oglethorpe, Oconee, Newton, Morgan, Greene, Clarke
Resolute Healthcare Staffing 33070 North Main Street Kennesaw, Georgia 30156 Phone: (770) 681-3699	Cobb, Decatur, Henry, DeKalb, Clayton, Fulton, Gwinnett, Carroll, Rockdale
Emerge Life Care 2899 Toney Drive Decatur, Georgia 30032 Phone: (770) 629-4726	Clayton, Cobb, DeKalb, Henry, Gwinnett, Fulton, Fayette, Rockdale, Spalding, Douglas
Ulticare Health and Home Care 4459 Bellemeade Drive Douglasville, Georgia 30135 Phone: 404-988-0387	Douglas, Cobb, DeKalb, Clayton, Fulton, Gwinnett, Haralson, Carroll, Paulding, Fayette
Alive Home Care 1319 West Broad Avenue Albany, Georgia 31707 Phone: (229) 496-9147	Atkinson, Baker, Ben Hill, Bleckley, Calhoun, Clay, Colquitt, Crisp, Dodge, Dooley, Dougherty, Early, Irwin, Lee, Macon, Mitchell, Muscogee, Pulaski, Randolph, Schley, Sumter, Terrell, Tift
BSPC Home Care 307 Sawyer Meadow Way Grayson, Georgia 30017 Phone: (404) 381-2482	DeKalb, Gwinnett, Fulton, Rockdale, Clayton, Henry, Cobb, Newton, Walton
Caremed Private Homecare 4469 Silver Peak Parkway Suwanee, Georgia 30024 Phone: (404) 435-3656	Barrow, Cobb, Clayton, Cherokee, DeKalb, Fulton, Forsyth, Gwinnett, Henry, Rockdale, Hall, Douglas

Sanzie Healthcare Services 115 Bradford Square, Ste B. Fayetteville, Georgia 30215 Phone: (770) 716-2233	Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Stephens, White, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale, Barrow, Clarke, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Bibb Oglethorpe, Walton, Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson, Paulding, Monroe, Elbert, Haralson, Polk, Cherokee, Bartow, Floyd, Gordon Gordon, Monroe, Bibb
Myka Health Systems 158 Fairview Road, Suite B Ellenwood, Georgia 30294 Phone: (678) 599-1426	Coweta, Fulton, Douglas, DeKalb, Rockdale, Fayette, Cobb, Clayton, Henry, Gwinnett
ComForCare Homecare of SE Atlanta 4151 Memorial Drive, Suite 208A Decatur, Georgia 30032 Phone: (678) 749-8209	DeKalb
Julia Healthcare Staffing 1440 Paddocks Court Powder Springs, Georgia 30127 Phone: (404) 932-3511	Carroll, Douglas, Paulding, Fayette, DeKalb, Forsyth, Gwinnett, Fulton, Clayton, Cobb
Pacific Health Systems 110 Eagle Springs Drive, Suite C Stockbridge, Georgia 30281 Phone: (678) 480-5315	Clayton, Cobb, DeKalb, Douglas, Fayette, Gwinnett, Henry, Rockdale, Paulding, Cherokee, Banks, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Stephens, White, Dawson, Jackson, Newton, Oglethorpe, Walton, Oconee, Haralson, Barrow, Morgan, Floyd, Polk, Baldwin, Bibb, Crawford, Houston, Jones, Bleckley, Dooly, Monroe, Pulaski, Jasper, Twiggs, Chattahoochee, Meriwether, Pike, Steward, Talbot, Harris, Spalding, Coweta, Peach, Muscogee, Lamar, Marion
Changing Hearts Home Care 3665 Spring Place Court Loganville, Georgia 30052 Phone: (216) 338-8233	Gwinnett, Forsyth, Clayton, DeKalb, Rockdale, Fulton, Fayette, Bibb, Cobb, Henry, Cherokee, Douglas
Blissful Healthcare 1245 Creekside Place Smyrna, Georgia 30082 Phone: (404) 519-3146	Cobb, Douglas, Fulton, DeKalb, Gwinnett. Paulding, Cherokee, Morgan, Fayette, Clayton
Glory Healthcare 7744-D Hampton Place Loganville, Georgia 30052 Phone: (678) 365-1967	Newton, Walton, Barrow, Gwinnett, DeKalb, Fulton, Cobb, Henry, Greene, Rockdale, Jackson, Oconee, Madison, Clarke, Hall, Douglas, Bartow, Coweta, Butts, Putnam, Washington, Clayton, Elbert, Heard, Wilkes, Oglethorpe, Fayette, Banks, Franklin, Hart
24 Hour Home Care 5405 Memorial Drive Suite A 103 Stone Mountain, Georgia 30083 Phone: (404) 343-6781	Gwinnett, Fulton, DeKalb, Clayton, Cobb, Rockdale, Fayette, Cherokee, Douglas, Paulding

Favor Health Care Service 51 Gallery Court Acworth, Georgia 30101 Phone: (678) 508-5356	Paulding, Bartow, Cherokee, Fulton, Cobb, Douglas, Gwinnett
Your Choice Caregivers 129 Algerine Court Fairburn, Georgia 30213 Phone: (404) 479-1008	Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fulton, Gwinnett, Henry, Paulding
Help at Home 6602 Abercorn St. Suite 200 Savannah, Georgia 31405 Phone: (912) 354-3680	Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, McIntosh, Screven
Personal Home Care of Atlanta 1864 Cedar Cliff Drive Smyrna, Georgia 30080 Phone: (470) 495-2829	Cobb, Fulton, Gwinnett, Fayette, Henry, Spalding, DeKalb, Coweta, Douglas, Cherokee, Rockdale, Paulding, Walton
R & E Health Care 7002 Annie Walk Lithonia, Georgia 30032 Phone: (470) 545-0860	DeKalb, Fulton, Henry, Clayton, Douglas, Rockdale, Walton
Atlanta Pediatric Healthcare 320 West Lanier Avenue, Suite 200 Fayetteville, Georgia 30214 Phone: (770) 250-7477	Gwinnett, Rockdale, Henry, Coweta, Fulton, Fayette, Cobb, Douglas, DeKalb, Clayton
Georgia Advocacy Care 2034 Brightleaf Way Marietta, Georgia 30060 Phone: (404) 579-0847	Cobb, Fulton, DeKalb, Gwinnett, Douglas, Clayton, Rockdale, Henry, Fayette, Paulding
Assured Relief Homecare 820 Pavillion Court, Suite D McDonough, Georgia 30253 Phone: (678) 272-7202	Gwinnett, Rockdale, Spalding, Henry, Fayette, DeKalb, Fulton, Cobb, Clayton, Butts
KT Malone Staffing 2039 10th Avenue Columbus, Georgia 31901 Phone: (706) 992-8444	Muscogee, Troup, Harris, Chattahoochee, Talbot, Marion
Esther Angel's Homecare 100 Lloyd Avenue, Suite B Tyrone, Georgia 30290 Phone: (470) 428-5444	Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Haralson, Harris, Henry, Jasper, Meriwether, Spalding, Troup
Paradise Grove Private Homecare 2817 Highway 212 SW Conyers, Georgia 30094 Phone: (770) 882-8401	Henry, Hall, Cobb, Newton, Rockdale, DeKalb, Fulton, Cherokee, Clayton, Gwinnett

Brighter Days Home Care 1610 Brandemere Lane Austell, Georgia 30168 Phone: (770) 899-3850	Cobb, Gwinnett, DeKalb, Fayette, Carroll, Fulton, Bartow, Cherokee
Hope Private In-Home Care 2386 Clower Street Suite G-1 Snellville, Georgia 30078 Phone: (770) 337-7030	Gwinnett, Cobb, DeKalb, Fulton, Forsyth, Hall, Clayton, Newton, Rockdale, Jackson, Barrow, Clarke, Henry, Douglas, Carroll
Elvin Home Care 2710 Jefferson Street, Suite 101 Austell, Georgia 30106 Phone: (404) 993-1383	Cobb, Douglas, Cherokee, Clayton, Fulton, Gwinnett, Rockdale, Dekalb, Paulding, Polk, Floyd, Fayette
Community Alternative Solutions 8336 Office Park Drive, Suite C Douglasville, Georgia 30134 Phone: (470) 264-1549	Douglas, Cobb, Paulding, Carroll, Fulton, Henry, Floyd, Cherokee, Fayette, Newton
Ruby's Private Care 1850 Redmond Circle, Suite 800 Rome, Georgia 30165 Phone: (706) 237-6359	Catoosa, DeKalb, Fulton, Whitfield, Paulding, Floyd, Cobb, Bartow, Clayton, Polk, Gordon, Chattooga
The Bridge Private Homecare 101 East 2nd Avenue, Suite 300 Rome, Georgia 30161 Phone: (706) 204-8992	Floyd, Walker, Gordon, Polk, Chattooga, Bartow, Haralson, Paulding, Whitfield, Cherokee
Immaculate Healthcare Solutions 970 Peachtree Industrial Boulevard, Suite 8 Suwanee, Georgia 30024 Phone: (678) 707-2369	Rockdale, Cherokee, Gwinnett, Fulton, Walton, DeKalb, Jackson, Forsyth, Hall, Bartow, Cobb, Douglas, Clayton, Barrow, Oconee, Paulding, Henry, Clarke, Newton, Fayette
AACE Healthcare 1203 Andrews Drive Lithia Springs, Georgia 30122 Phone: (310) 489-0956	Douglas, Carroll, Fulton, DeKalb, Clayton, Fayette, Coweta, Cobb, Calhoun, Henry, Paulding, Bartow, Fayette, Floyd, Polk, Forsyth, Hall, Cherokee, Gwinnett, Rockdale, Heard, Lamar, Monroe, Pike, Spalding, Troup, Barrow, Clarke, Elbert, Madison, Newton, Oconee, Oglethorpe, Walton, Chattahoochee, Muscogee, Bibb, Butts
AXESS Health Solutions 340 Engle Drive Tucker, Georgia 30084 Phone: (404) 858-8709	Cherokee, Clayton, Cobb, DeKalb, Douglas, Forsyth, Fulton, Gwinnett, Hall, Rockdale
Tender Loving Care Home Care 8230 Hazelbrand Road, NE, Suite B Covington, Georgia 30014 Phone: (678) 623-7166	Jasper, Newton, Morgan, Butts, Putnam, Walton, DeKalb, Fulton, Rockdale, Henry, Lamar, Spalding, Jones, Monroe, Clayton, Cobb, Gwinnett, Greene, Bibb

Primecare Homecare 1789 East Washington Road East Point, Georgia 30344 Phone: (478) 696-3534	Carroll, Douglas, Fulton, DeKalb, Clayton, Fayette, Coweta, Cobb, Henry, Paulding, Bartow, Floyd, Gordon, Haralson, Pickens, Polk, Forsyth, Hall, Cherokee, Gwinnett, Rockdale, Head, Lamar, Meriwether, Pike, Spalding, Troup, Barrow, Clarke, Elbert, Madison, Newton, Oconee, Oglethorpe, Walton, Chattahoochee, Muscogee, Atkinson, Coffee, Irwin, Ben Hill, Turner, Tift, Colquitt, Worth, Mitchell, Baker
Care4All Community Care 1174 McKendree Church Road Lawrenceville, Georgia 30043 Phone: (678) 719-9677 After Hrs: (770) 338--1671	Bartow, Barrow, Cherokee, Clarke, Clayton, Cobb, Dawson, DeKalb, Douglas, Fayette Forsyth, Fulton, Gwinnett, Hall, Henry, Jackson, Oconee, Pickens, Rockdale, Walton
Geo Healthcare 632 Rockhill Parkway Lithia Springs, Georgia 30122 Phone: (770) 948-3717	Henry, Cherokee, Fayette, Douglas, Clayton, Fulton, Paulding, Cobb, Gwinnett, DeKalb
Golden Ages 93 Moss Way Cartersville, Georgia 30120 Phone: (470) 701-6952	Bartow, Cherokee, Cobb, Floyd, Forsyth, Fulton, Gilmer, Gordon, Paulding, Pickens
Pure Ivy Health Care 1119 Westgate Drive Lilburn, Georgia 30047 Phone: (678) 697-4266	Gwinnett, DeKalb, Hall, Rockdale, Fulton, Cobb, Barrow, Forsyth, Carroll, Paulding, Clayton, Fayette, Henry, Douglas, Cherokee
Heavenly Global Healthcare 5051 Peachtree Corners Circle Suite #200 Norcross, Georgia 30092 Phone: (678) 477-3398	Cherokee, Walton, Coweta, Bartow, Baldwin, Dawson, Macon, Chatham, White, Floyd, Gwinnett, Fulton, DeKalb, Cobb, Forsyth, Paulding, Rockdale, Fayette, Newton, Clayton, Douglas, Henry, Spalding, Jasper, Whitfield, Liberty
Zarab Healthcare 1634 Brandemere Lane Austell, Georgia Phone: (678) 540-6728	Cobb, Fulton, DeKalb, Douglas, Fayette, Clayton, Gwinnett, Paulding, Rockdale, Barrow
Zenux Healthcare 2310 Parklake Drive, Suite 186 Atlanta, Georgia 30345 Phone: (770) 679-5218	Cherokee, Clayton, Cobb, DeKalb, Fayette, Fulton, Gwinnett, Henry, Rockdale, Newton, Walton
Sovereign Cares 3806 Wood Hollow Way Snellville, Georgia 30039 Phone: (470) 902-8400	Fayette, Henry, Cobb, Walton, Fulton, Clayton, Rockdale, Newton, DeKalb, Gwinnett, White, Hall, Lumpkin, Habersham, Union, Towns, Rabun
We Care Home Care 870 North Dallas Highway, Suite C Douglasville, Georgia 30134 Phone: (770) 681-0517	Clayton, Cobb, Coweta, Dekalb, Douglas, Fayette, Floyd, Fulton, Gordon, Gwinnett, Haralson, Heard, Henry, Jasper Jones, Lamar, Meriwether, Monroe, Newton, Paulding, Pickens, Pike, Polk, Rockdale, Spalding

Primecare Home Care 106 East Main Street Thomson, Georgia 30824 Phone: (478) 696-3534	Johnson, Jenkins, Burke, Jefferson, Richmond, Glascock, McDuffie, Columbia, Lincoln, Wilkes
1st Option Health Care 1810 Peachtree Industrial Boulevard, Suite 215 Duluth, Georgia 30097 Phone: (770) 676-6903	Fulton, Gwinnett, Cobb, DeKalb, Forsyth
Thrive Skilled Pediatric Care 1800 Sandy Plains Industrial Parkway Suite 220 Marietta, Georgia 30066 Phone (470) 381-1323	Clayton, Cobb, DeKalb, Fayette, Forsyth, Fulton, Gwinnett, Rockdale, Henry, Walton, Douglas, Rockdale, Coweta, Spalding, Butts, Jasper, Putnam, Jones, Monroe, Bibb, Crawford, Peach, Houston, Twiggs, Emanuel, Candler, Screven, Bulloch, Effingham, Evans, Liberty, Long, Chatham, McIntosh, Bryan, Pickens, Bartow, Paulding, Hall, Cherokee, Laurens, Dodge, Pulaski, Dooly, Bleckley, Polk, Haralson, Carroll
Viet Home Care 5961 Live Oak pkwy suite B Norcross, GA 30093 Phone: (770) 447-7554	Gwinnett, DeKalb, Rockdale, Henry, Clayton, Fayette, Fulton, Douglas, Cobb, Cherokee
Ridgewood Personal Care 1755 North Brown Road, Suite 200-218 Lawrenceville, Georgia 30043 Phone: (678) 690-5366	Banks, Barrow, Butts, Cherokee, Clayton, Clarke, Cobb, Coweta, Dawson, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Hall, Henry, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Paulding, Rockdale, Spaulding, Walton
Rose Petal Falls Private Home Care 2300 Henderson Mill Road, Suite 324 Atlanta, Georgia 30345 Phone: (470) 395-4687	DeKalb, Cobb, Coweta, Clayton, Fayette, Fulton, Gwinnett, Henry, Rockdale, Newton, Walton, Morgan, Barrow
Guardian Angels Home Care 11785 North Fall Lane Suite 512 Alpharetta, Georgia 30009 Phone: (678) 691-3625	Rockdale, Gwinnett, DeKalb, Henry, Cobb, Fulton, Forsyth, Clayton, Fayette, Cherokee, Hall, Towns, Union, Rabun, Franklin, Banks, Barrow, White, Habersham, Stephens, Dawson, Morgan, Lumpkin, Jackson, Madison, Elbert, Clarke, Walton, Monroe, Jones Jasper, Putnam, Newton, Oconee, Pickens, Floyd, Polk, Paulding, Haralson, Carroll, Spalding, Coweta, Pike, Baldwin, Oglethorpe, Hart, Franklin, Troup, Butts, Upson, Gordon, Lamar, Douglas, Peach, Bibb, Houston, McIntosh, Wilkinson, Twiggs, Pulaski, Crawford, Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long
Primecare Home Care 905 Main Street Macon, Georgia 31217 Phone: (478) 696-3534	Bibb, Laurens, Twiggs, Bleckley, Dodge, Jones, Pulaski, Houston, Peach, Crawford, Monroe, Butts, Lamar, Upson, Jackson, Crisp, Dooly, Macon, Marion, Muscogee, Schley, Sumter, Talbot, Taylor, Telfair, Wilcox, Calhoun, Lee, Terrell, Charlton, Ware, Brantley, Pierce, Wayne, Appling, Tattnall, Evans, Candler, Bacon, Chattahoochee, Pike

A New Well, Inc Home Health Care 401 West Park, Suite 200 Peachtree City, Georgia 30269 Phone: (800) 341-0120	Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Stephens, White, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale, Barrow, Clarke, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton, Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson, Paulding, Elbert, Haralson, Polk, Cherokee, Bartow, Floyd, Gordon, Monroe, Bibb
Healthcare 791 River Hill Drive Lawrenceville, Georgia 30046 Phone: (404) 692-3741	Gwinnett, DeKalb, Barrow, Hall, Fulton, Cobb, Forsyth, Clayton, Henry, Morgan, Cherokee
FirmCare Life Sharing 811 Sylvania Court, SE Mableton, Georgia 30126 Phone: (404) 721-7386	Fulton, DeKalb, Gwinnett, Cobb, Henry, Forsyth, Fayette, Douglas, Clayton, Cherokee, Hall, Banks, Habersham, Barrow
Life Transitions 2221 Peachtree Rd. NE, Suite X16 Atlanta, Georgia 30309 Phone: (404) 637-9763	Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale
RayRac Healthcare 8331-D Office Park Drive Douglasville, Georgia 30134 Phone: (678) 594-3377 After hrs. (678) 598-0760	Fulton, DeKalb, Cobb, Paulding, Douglas, Clayton, Gwinnett, Henry
Readinurses Staffing 8311 Office Park Drive, Suite A Douglasville, Georgia 30134 Phone: (770) 9498332	Douglas, Carroll, Cobb, Fulton, Paulding, DeKalb, Clayton, Fayette, Gwinnett, Rockdale, Henry, Cherokee, Polk, Haralson, Floyd, Bartow, Coweta, Heard, Meriwether, Troup, Butts, Lamar, Pike, Upson, Spalding
Glory Healthcare 85 Shea Lane Stockbridge, Georgia 30281 Phone: (404) 992-0048	Clayton, DeKalb, Fayette, Fulton, Gwinnett, Henry, Rockdale, Coweta, Spalding, Newton
Michester, Inc. 3845 Powder Springs Road Suite 102 Powder Springs, Georgia 30127 Phone: (678) 791-2696	Cobb, Douglas, Fulton, DeKalb, Paulding, Pickens, Carroll, Gwinnett, Polk, Clayton, Floyd, Whitfield
Fareth Healthcare Services 3650 Long Lake Drive Douglasville, Georgia 30135 Phone: (770) 485-3166	Douglas, Cobb, Carroll, Fulton, Clayton
Kaylee's In-Home Care 124 Tuscany Court McDonough, Georgia 30252 Phone: (678) 630-4536	Clayton, Cobb, Coweta, Dekalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Spalding
Simplicity Health Care 6741 Church Street, Ste 2 Riverdale, Georgia 30274 Phone: (404) 465-6640	Clayton, Cobb, DeKalb, Fayette, Fulton, Henry, Carroll Gwinnett, Coweta, Douglas, Meriwether, Gordon, Paulding

Shalom Private Home Care 4729 Polly Place Snellville, Georgia 30039 Phone: (404) 944-1060	Cherokee, Paulding, Cobb, Fayette, Spalding, Walton, Newton, Gwinnett, Rockdale, DeKalb
A & R In Home Staffing 1775 Parker Rd. Bldg. 210, Ste. C Conyers, Georgia 30094 Phone: (770) 624-2607	Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett, Henry, Rockdale, Fayette, Carroll, Cherokee, Polk, Haralson, Floyd, Bartow, Coweta, Heard, Meriwether, Troup, Butts, Lamar, Pike, Upson, Spalding, Paulding
Sky Angel Nurses, Inc. 1718 Peachtree St. NW, Ste 240 Atlanta, Georgia 30309 Phone: (404) 365-0203	Bartow, Haralson, Paulding, Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale, Carroll, Coweta, Heard, Bibb, Spalding, Newton, Monroe, Hall, Floyd, Polk, Troup
America 1st Home Care 3630 Sunset Ridge Powder Springs, Georgia 30127 Phone: (404) 940-0077	Bartow, Cherokee, Cobb, Douglas, Paulding, Fulton, Fayette, Floyd, Forsyth, Gwinnett, Clayton, DeKalb, Haralson, Polk, Rockdale, Henry, Newton, Spalding Newton, Spalding
One Care Health Services 5510 Lilburn Stone Mountain Highway Stone Mountain, Georgia 30087 Phone: (404) 464-8124	Banks, Barrow, Bartow, Butts, Carroll, Clarke, Cherokee, Clayton, Cobb, Coweta, Dawson, DeKalb, Douglas, Fayette, Fulton, Gordon, Gwinnett, Hall, Haralson, Henry, Jackson, Lamar, Lumpkin, Meriwether, Monroe, Morgan, Newton, Oconee, Paulding, Pickens, Pike, Polk, Rockdale, Spalding, Walton
Bisol Homecare 217 Arrowhead Boulevard Suite A2 Jonesboro, Georgia 30236 Phone: (404) 285-7276	DeKalb, Clayton, Fulton, Cobb, Fayette, Henry, Rockdale, Spalding, Douglas, Coweta, Pike, Gwinnett, Newton
Primecare Homecare Services 1735 Irwinton Road Milledgeville, Georgia 31061 Phone: (478) 696-3534	Baldwin, Jones, Hancock, Putnam, Wilkinson, Washington, Bibb, Greene, Taliaferro, Crawford, Peach, Houston, Twiggs, Jasper, Warren, McDuffie, Newton, Walton, Glascock, Montgomery, Treutlen, Emmanuel, Telfair, Bryan, Bullock, Camden, Chatham, Effingham, Glynn, Liberty, Barrow, Oglethorpe, Long, McIntosh, Berrien, Seminole, Decatur, Clinch, Lanier, Echols, Grady, Brooks, Thomas, Lowndes
A Premium Healthcare Solution 1804 Overlake Drive Conyers, Georgia 30013 Phone: (678) 609-5060 Phone: (866) 269-7571	Henry, Rockdale, DeKalb, Gwinnett, Fulton, Clayton, Fayette, Butts, Lamar, Pike, Spalding, Coweta, Meriwether, Newton, Jasper, Walton, Barrow, Clarke, Oconee, Greene, Morgan, Bibb, Jones, Monroe, Crawford, Peach, Houston, Twiggs, Baldwin, Wilkinson, Putnam, Upson
A Premium Healthcare Solution 2012 Riverside Drive Macon, Georgia 31204 Phone: (478) 245-0300 Phone: (866) 269-7571	Bibb, Jones, Monroe, Crawford, Peach, Houston, Twiggs, Wilkinson, Baldwin, Pulaski, Putnam, Hancock, Washington, Johnson, Laurens, Bleckley, Dodge, Dooly, Macon, Taylor, Talbot, Schley, Marion, Chattahoochee, Muscogee, Harris, Troup

ABC Healthcare 6568 Tara Boulevard, Ste A Jonesboro, Georgia 30236 Phone: (678) 612-2395	Gwinnett, Spalding, Henry, Fayette, Douglas, Clayton, DeKalb, Carroll, Cobb, Fulton
ACE Healthcare 3295 River Exchange Drive Suite 522 Norcross, Georgia 30092 Phone: 404 966-3331	Fulton, Gwinnett, Cobb, DeKalb, Clayton, Cherokee, Henry, Forsyth, Muscogee, Hall, Paulding, Houston, Douglas, Coweta, Clarke, Carroll, Fayette, Newton, Whitfield, Bartow, Floyd, Walton, Rockdale, Barrow, Troup, Spalding, Jackson, Gordon
Advir Healthcare 3851 Lincoln Jones Road Ellenwood, Georgia 30294 Phone (404) 829-2682	Butts, Clayton, Coweta, Spalding, Rockdale, Newton, Fulton, Henry, Gwinnett, DeKalb, Cobb, Douglas, Fayette, Harris, Heard, Jasper, Lamar, Meriwether, Muscogee, Pike, Talbot, Troup, Upson, Walton
Advance Care Pediatrics 3525 Piedmont Road, Ste. 415, Bldg. 5 Atlanta, Georgia 30305 Phone: (404) 835-3512	Statewide
Alliance Pediatric Providers 1512 Rock Quarry Road Stockbridge, Georgia 30281 Phone: (770) 389-1525	Cobb, Fulton, DeKalb, Gwinnett, Clayton, Henry, Rockdale, Butts, Monroe, Bibb, Bartow, Cherokee, Crisp, Dooly, Dougherty, Douglas, Jasper, Laurens, Lee, Morgan, Paulding, Sumter, Walton, Wilkinson, Baldwin, Forsyth, Jones, Peach, Spalding, Fayette, Houston, Newton, Putnam, Twiggs, Wilcox, Mitchell, Turner, Irwin, Barrow, Carroll, Clarke, Coffee, Bacon, Bleckley, Pulaski, Dodge, Telfair, Jeff Davis, Johnson, Treutlen, Ben Hill, Hancock, Washington, Coweta, Greene, Gwinnett, Hall, Jackson, Lamar, Oconee, Pike, Troup, Upson
Alliance Pediatric Providers (*cont'd*)	
Analia Home Healthcare Services 2365 Wall Street, Suite 230 Covington, Georgia 30013 Phone: (404) 587-0945	Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Henry, Rockdale, Walton, Barrow, Carroll, Clarke, Forsyth, Green Newton, Madison, Morgan, Jasper, Butts, Coweta, Lamar, Gwinnett, Jackson, Pike, Spalding, Meriwether, Troup, Upson, Oconee, Monroe, Bartow, Cherokee, Dawson, Hall, Haralson, Floyd, Lumpkin, Paulding, Pickens, Polk, Gordon
All Ways Caring Home Care 2296 Henderson Mill Rd. Ste. 202 Atlanta, Georgia 30345 Phone: (678) 795-9923	Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett, Henry Paulding, Rockdale, Walton
Bayada Pediatrics 9755 Dogwood Road, Suite 260 Roswell, Georgia 30075 Phone: (770) 992-4660	Fulton, DeKalb, Gwinnett, Forsyth, Carroll, Clayton, Douglas, Fayette, Henry, Newton, Rockdale, Pickens, Barrow, Cherokee, Cobb, Oconee, Jackson, White, Hart, Elbert, Coweta, Hall, Gilmer, Clarke, Walton, Paulding, Haralson, Paulding, Bartow, Gordon
Bayada Pediatrics 1700 Pennsylvania Avenue, Suite 111 McDonough, Georgia 30253 Phone: (770) 914-3600	Carroll, Heard, Troop, Douglas, Coweta, Meriwether, Fulton, Fayette, DeKalb, Clayton, Henry, Spalding, Pike, Upson, Lamar, Crawford, Bibb, Monroe, Butts, Rockdale, Newton, Jasper, Morgan, Putnam, Jones
Benchmark Homecare 165 Burke Street, Suite 106 Stockbridge, Georgia 30281 Phone: (678) 608-7151	Butts, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Lamar, Monroe, Pike, Rockdale, Spalding

Best Care 229 West General Screvan Road, Suite E Hinesville, Georgia 31313 Phone: (912) 977-0674	Liberty, Bryan, Chatham, Evans, Glynn, Long, Tattnall, Wayne, McIntosh, Bulloch
BrightStar Care of Coastal Georgia 1700 Frederica Road, Suite 107 St. Simons Island, Georgia 31522 Phone: (912) 638-0638	Camden, Charlton, Bryan, Glynn, Liberty, Long, McIntosh, Wayne
CSS Healthcare 8896 Tara Boulevard, Suite 500 Jonesboro, Georgia 30236 Phone: (770) 210-0631	Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale, Spalding
Cater Home Health Care, Inc. 2183 Salem Road, Suite A Conyers, Georgia 30013 Phone: (770) 648-7532	Henry, Jackson, Newton, Butts, Spalding, Butts, Fulton, Carroll, Clayton, Coweta, Heard, Lamar, Meriwether, Pike, Troup, Upson, Barrow, Clarke, Elbert, Greene, Fayette Jasper, Madison, Morgan, Oconee, Oglethorpe, Rockdale
Chadon Health Service 2180 Satellite Boulevard, Ste 400 Duluth, Georgia 30097 Phone: (770) 575-0547	Walton, Cherokee, Cobb, Douglas, Gwinnett, DeKalb Fulton, Hall, Gwinnett, Forsyth, Cobb, Fayette, Clayton, Floyd, Cherokee, DeKalb, Paulding, Clarke, Jackson, Dawson, Banks, Franklin, Walton, Bartow, Douglas, Barrow
ChyChy's Healthcare 6867 South Sweetwater Road, Unit B Lithia Springs, Georgia 30122 Phone: (678) 855-6522	Banks, Bartow, Bibb, Carroll, Cherokee, Clayton, Cobb, Coweta, Crawford, DeKalb, Douglas, Fayette, Floyd, Forsyth, Franklin, Fulton, Gordon, Gwinnett, Hall, Henry, Meriwether, Muscogee, Paulding, Rockdale, Spalding
CKCG Healthcare Services, Inc. 5995 Oakbrook Parkway Suite B Norcross, Georgia 30093 Phone: (770) 209-9998	Clayton, Cobb, DeKalb, Fulton, Gwinnett, Rockdale, Carroll, Troup, Meriwether, Fayette, Spalding, Henry, Coweta, Douglas, Paulding, Cherokee, Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Barrow, Clark, Jasper, Morgan, Newton, Oconee, Walton
CONCOH Healthcare 1543 Lilburn-Stone Mountain Road Stone Mountain, Georgia 30087 Phone: (770) 875-2759	Rockdale, Gwinnett, DeKalb, Henry, Cobb, Forsyth, Clayton, Fayette, Cherokee, Hall, Towns, Union, Rabun, Franklin, Banks, Barrow, White, Habersham, Stephens, Dawson, Lumpkin, Jackson, Madison, Elbert, Clarke, Walton, Monroe, Jones, Morgan, Jasper, Putnam, Newton, Oconee, Pickens, Floyd, Polk, Paulding, Haralson, Carroll, Spalding, Coweta, Pike, Baldwin, Oglethorpe, Hart, Franklin, Troup, Butts, Upson, Gordon, Lamar, Douglas
Contact In-Home Care 865 North Clayton Street Lawrenceville, Georgia 30046 Phone: (770) 807-8910	Gwinnett, DeKalb, Fulton, Cobb, Henry, Barrow, Rockdale, Newton, Paulding, Forsyth
Diversified Private Homecare 145 McIntosh Place Drive Fayetteville, Georgia 30214 Phone: (404) 993-1270	Carroll, Clayton, Cobb, Coweta, Fayette, Douglas, DeKalb, Gwinnett, Henry, Spalding, Meriwether, Bibb, Houston, Monroe

Emerald Healthcare System 101 Beckett Lane Ste. 302 Fayetteville, Georgia 30214 Phone: (678) 519-0325	Fayette, Fulton, Franklin, Forsyth, Coweta, Lamar, Clayton, Cobb, Gwinnett, Henry, Rockdale, Douglas, DeKalb, Paulding, White, Troup, Bibb, Barrow, Pike, Butts, Hall, Houston, Spalding, Bartow, Meriwether, Cherokee, Habersham, Lumpkin, Stephens, Dawson, Banks, Union, Hart, Newton, Baldwin, Heard, Upson Lamar, Upson, Pike
Entegrity Homecare Solutions 534 Flint Trail, Suite A Jonesboro, Georgia 30236 Phone: (770) 731-1116	Baldwin, Bibb, Carroll, Clayton, Cobb, Coweta, DeKalb, Fayette, Fulton, Gwinnett, Henry, Houston, Haralson, Butts, Cherokee, Harris, Heard, Jones, Meriwether, Monroe, Newton, Paulding, Rockdale, Troup, Forsyth, Polk, Pike, Jasper, Putnam, Muscogee, Barrow, Bartow, Upson, Lamar, Spalding, Douglas
Excelcare by Divinee 284 Somersby Drive Dallas, Georgia 30157 Phone: (770) 443-2273	Paulding, Polk, Bartow, Floyd, Cobb, Douglas, Haralson, Fulton, DeKalb
Exceptional Community Services 304 East Church Street Monroe, Georgia 30655 Phone: (404) 732-7002	Walton, Newton, Barrow, Gwinnett, Clarke, DeKalb, Oconee, Fulton, Bibb, Clayton, Henry, Monroe, Forsyth, Hall, Greene, Oglethorpe, Richmond, Morgan, Jasper, Crawford, Coweta, McDuffie, Wilkes, Jackson, Madison, Butts
Faith Staffing Agency 1590 Phoenix Boulevard Suite 260 Atlanta, Georgia 30349 Phone: (770) 907-7226	Clayton, Cobb, Cherokee, Fulton, DeKalb, Rockdale, Henry, Fayette, Douglas, Gwinnett, Bartow, Paulding, Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson, Jasper, Newton, Walton, Bibb, Crawford, Jones, Monroe, Putnam, Twiggs, Peach, Chattahoochee, Harris, Marion, Muscogee, Talbot, Taylor, Forsyth, Hall
Georgia NurseCare 3216 Shrine Road Brunswick, Georgia 31520 Phone: (912) 264-0040	Glynn, Camden, McIntosh, Ware, Wayne, Brantley, Liberty, Bacon, Long, Appling, Coffee, Bryan, Charlton, Clinch, Atkinson, Jeff Davis, Pierce, Toombs, Tattnall, Evans, Chatham, Candler
Giles Holdings International 260 18th Street Atlanta, Georgia 30363 Phone: (404) 771-9133	Carroll, Cherokee, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Habersham, Hall, Henry, Pike, Richmond, Rockdale, Spalding
Greenline Health Services 570 North Jeff Davis Drive Fayetteville, Georgia 30214 Phone: (678) 885-9765	Baldwin, Bibb, Butts, Carroll, Clayton, Crawford, Cobb, Coweta, Douglas, DeKalb, Fulton, Fayette, Gwinnett, Harris, Heard, Henry, Houston, Jones, Lamar, Meriwether, Monroe, Muscogee, Paulding, Pike, Rockdale, Spalding, Troup, Peach, Pulaski, Putnam, Upson, Wilkinson
Harris Professional Care 1716 Gillionville Road Albany, Georgia 31707 Phone: (229) 435-3922	Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware, Appling, Bleckley, Candler, Dodge, Emmanual, Evans, Jeff Davis, Johnson. Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox, Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth, Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster, Baldwin, Bibb, Crawford, Houston, Peach, Pulaski

H2 Homecare 119 Griffin Street McDonough, Georgia 30253 Phone: (770) 250-0355	Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Heard, Henry, Jackson, Jasper, Lamar, Meriwether, Morgan, Muscogee, Newton, Paulding, Pike, Putnam, Rockdale, Spalding, Upson, Troup, Walton, Bibb, Barrow, Clarke, Floyd, Hall, Haralson, Harris, Jones, Monroe, Oconee, Polk
Health Force of Georgia 3301 Buckeye Road, Suite 103 Atlanta, Georgia 30341 Phone: (770) 458-8500 ext. 706	Barrow, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Henry, Newton, Paulding, Rockdale, Spalding, Walton
Health Source Agency 110 Eagle Spring Drive, Suite D Stockbridge, Georgia 30281 Phone: (678) 961-5718	Bibb, Butts, Carroll, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Forsyth, Fulton, Gwinnett, Harris, Heard, Henry, Jasper, Jones, Lamar, Meriwether, Monroe, Morgan, Newton, Paulding, Pike, Polk, Putnam,
Heavenly Sunshine Health Services 1137 Cedar Shoals Drive, Bldg. 1 Athens, Georgia 30605 Phone: 706 549-2289	Rockdale, Spalding, Talbot, Troup, Upson, Walton Barrow, Clarke, Elberton, Greene, Hart, Jackson, Madison, Monroe, Morgan, Oconee, Oglethorpe Putnam, Walton
HomeNurse, Inc. 2920 North Expressway Griffin, Georgia 30223 Phone: (678) 884-1464 (888) 948-1919	Baldwin, Bibb, Bleckley, Butts, Carroll, Chattahoochee, Clay, Clayton, Coweta, Crawford, Crisp, DeKalb, Dooly, Dougherty, Douglas, Fayette, Fulton, Gwinnett, Harris, Heard, Henry, Houston, Jasper, Jones, Lamar, Lee, Macon, Marion, Meriwether, Monroe, Muscogee, Newton, Peach, Pike, Pulaski, Putnam, Quitman, Randolph, Schley, Spalding, Stewart, Sumter, Talbot, Taylor, Troup, Twiggs, Upson, Webster, Wilkinson
Kindtouch Healthcare Service 690 Hillcrest Road, Ste. 400 Lilburn, Georgia 30047 Phone: (470) 545-1629	Rockdale, DeKalb, Cobb, Gwinnett, Clarke, Jackson, Hall, Habersham, Cherokee, Floyd Gwinnett, Barrow, Clayton, DeKalb, Forsyth, Fulton, Hall, Newton, Rockdale, Walton, Cobb, Dawson, Henry, Jackson, Habersham, White
LightHouse Enrichment Services 2695 Sugarloaf Parkway, Ste. 1000 Lawrenceville, Georgia 30045 Phone: (678) 691-3194	Barrow, Clayton, DeKalb, Gwinnett, Hall, Jackson, Newton, Fulton, Rockdale, Walton, Forsyth
Von & Bick Healthcare 4562 Lawrenceville Highway Suite 201-210 Lilburn, Georgia 30047 Phone: (770) 360-5683	Barrow, Bartow, Cherokee, Clayton, Cobb, Dawson, DeKalb, Douglas, Fannin, Forsyth, Franklin, Fulton, Gwinnett, Habersham, Hall, Hart, Jackson, Morgan, Newton, Paulding, Stephens, Towns, Walton, White
Lorddys Healthcare 3800 Highlands Parkway Smyrna, Georgia 30082 Phone: (678) 412-4000	Barrow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gordon, Troup, Gwinnett, Hall, Haralson, Henry, Jasper, Muscogee, Newton, Paulding, Putnam, Rockdale, Spalding, Whitman
Marvest Homecare 3951 Mountain Way Cove Snellville, Georgia 30039 Phone: (404) 710-4502	Forsyth, Gwinnett, DeKalb, Fulton, Cobb, Hall, Rockdale, Fayette, Cherokee, Douglas, Clayton, Walton

Maxim Healthcare Services 211 Perimeter Center Pkwy, Suite 200 Atlanta, Georgia 30346 Phone: (470) 275-8336	Banks, Barrow, Bartow, Carroll, Catoosa, Clarke, Chattooga, Cherokee, Clayton, Cobb, Dawson, DeKalb, Douglas, Elbert, Floyd, Forsyth, Franklin, Fulton, Gordon, Gilmer, Gwinnett, Habersham, Haralson, Hall, Hart, Henry, Jackson, Lumpkin, Polk, Madison, Newton, Oconee, Oglethorpe, Paulding, Pickens, Rabun, Rockdale, Stephens, Towns, Union, Walton, White
Maxim Healthcare Services 2743 Perimeter Pkwy. Bldg. 200, Suite 110 Augusta, Georgia 30909 Phone: (706) 619-2058	Baldwin, Burke, Clarke, Columbia, Elbert, Glascock, Greene, Hancock, Jenkins, Jefferson, Johnson, Lincoln, Madison, Morgan, McDuffie, Oconee, Wilkes, Oglethorpe, Putnam, Richmond, Screven, Taliaferro, Warren, Washington, Wayne, Long, McIntosh, Glynn, Bulloch, Tattnall, Bryan, Chatham, Effingham
Mercyland Services 4760 Austell Road, Suite 6 Austell, Georgia 30106 Phone: (770) 574-4613 After hrs: (770) 292-0532	Barrow, Bartow, Cobb, Cherokee, Carroll, Clayton, DeKalb, Douglas, Fulton, Fayette, Forsyth, Gwinnett, Henry, Haralson, Newton, Spalding, Paulding, Rockdale, Walton
Metnurse 155 Westridge Parkway, Suite 221 McDonough, Georgia 30253 Phone: (678) 694-7180	Baldwin, Banks, Barrow, Bibb, Butts, Carroll, Cherokee, Clark, Clayton, Cobb, Coweta, Crawford, Crisp, DeKalb, Dooly, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Habersham, Harris, Henry, Houston, Jackson, Jones, Lamar, Lumpkin, Macon, Madison, Meriwether, Monroe, Morgan, Muscogee, Newton, Oglethorpe, Paulding, Peach, Pike, Pulaski, Putnam, Rockdale, Spalding, Talbot, Taylor, Troup
My Parent's Keeper 1104 Macy Drive Roswell, Georgia 30076 Phone: (404) 228-7852	Baldwin, Barrow, Bartow, Bibb, Butts, Carroll, Cobb, Coweta, Dade, DeKalb, Douglas, Fayette, Floyd, Fulton, Gordon, Gwinnett, Henry, Muscogee, Newton, Paulding, Polk, Rockdale, Spalding, Troup, Upson, Walton, Whitfield
Namsara Homecare 4500 Hugh Howell Road Suite 705 Tucker, Georgia 30084 Phone (678) 580-0168	DeKalb, Fulton, Gwinnett, Clayton, Cobb, Cherokee, Henry, Rockdale, Hall, Barrow, Fayette, Forsyth
New Generations Health Services 1065 Jodeco Road Stockbridge, Georgia 30281 Phone: (678) 565-5913 (ext. 1240)	Barrow, Carroll, Clarke, Dougherty, Lee, DeKalb, Fayette, Gwinnett, Harris, Jasper, Lamar, Macon, Newton, Paulding, Richmond, Spalding, Taylor, Upson, Walton, Bartow, Coweta, Clayton, Douglas, Forsyth, Green, Hancock, Jefferson, Laurens, Meriwether, Oconee, Peach, Rockdale, Sumter, Telfair, Washington, Butts, Crawford, Cobb, Dodge, Fulton, Henry, Jones, Lee, Monroe, Oglethorpe, Pike, Twiggs, Warren, Bleckley, Crisp, Cherokee, Houston, Johnson, Muscogee, Morgan, Putnam, Pulaski, Troup, Wilkinson
Next Step Healthcare Services 195 Northern Oaks Drive Fayetteville, Georgia 30214 Phone: (404) 822-2830	Cherokee, Coweta, Henry, Douglas, Fayette, DeKalb, Clayton, Cobb, Gwinnett, Fulton
Omni Healthcare Services 6472 East Church Street, Ste 239 Douglasville, Georgia 30134 Phone: (678) 637-6249	Carroll, Douglas, Paulding, Clayton, Cherokee, DeKalb, Clarke, Gwinnett, Forsyth, Fulton, Cobb, Bartow, Butts, Coweta, Fayette, Floyd, Hall, Haralson, Harris, Heard, Henry, Jasper, Jones, Lamar, Meriwether, Monroe, Newton, Pike, Polk, Rockdale, Spalding, Troup, Upson, Walton, Muscogee

Optimum Pediatric Services 2058 Reserve Parkway McDonough, Georgia 30253 Phone: (888) 668-7311	Barrow, Bibb, Butts, Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Jones, Macon, Monroe, Morgan, Newton, Rockdale, Spalding, Walton, Coweta, Houston, Meriwether, Troup
Partnership for Health Healthcare 3589 Herschel Road Atlanta, Georgia 30337 Phone: (404) 792-9900	Clayton, Cobb, DeKalb, Douglas, Fayette, Cherokee, Fulton, Gwinnett, Henry, Rockdale, Butts, Carroll, Barrow, Newton, Walton, Forsyth, Hall, Greene, Morgan
Aveanna Healthcare 2935 North Ashley Street, Suite 120 Valdosta, Georgia 31602 Phone: (229) 316-1102	Turner, Ben Hill, Irwin, Coffee, Berrien, Miller, Atkinson, Mitchell, Cook, Colquitt, Lanier, Clinch, Seminole, Decatur, Grady, Thomas, Brooks, Lowndes, Echols
Aveanna Healthcare 2420 Double Churches Road, Suite B Columbus, Georgia 31909 Phone: (706) 322-3693	Hear, Troup, Meriwether, Harris, Muscogee, Chattahoochee, Marion, Schley, Stewart, Webster, Quitman, Randolph, Terrell, Calhoun, Early, Baker
Professional Nursing Service 107 Jackson Street Gordon, Georgia 31031 Phone: (478) 628-5790	Statewide
Providence Care, Inc. 216 West Broad Street, Suite B Fairburn, Georgia 30213 Phone: (404) 931-7854	Baldwin, Bibb, Butts, Carroll, Cherokee, Clayton, Calhoun, Cobb, Coweta, DeKalb, Douglas, Floyd, Fayette, Fulton, Gwinnett, Houston, Henry, Jones, Lamar, Meriwether, Monroe, Peach, Pike, Rockdale, Spalding, Troup, Twiggs, Barrow, Clarke, Forsyth, Madison, Morgan, Oglethorpe, Paulding, Walton, Upson
Aveanna Healthcare 4408 Columbia Road, Suite 100 Augusta, Georgia 30907 Phone: (706) 868-6543	Richmond, Burke, Elbert, Columbia, Glascock, Hart, Greene, Hancock, Lincoln, Jefferson, McDuffie, Taliaferro, Warren, Wilkes, Washington
Aveanna Healthcare 23 Chatham Center South, Suite B Savannah, Georgia 31405 Phone: (912) 961-1017	Appling, Atkinson, Bacon, Baldwin, Ben Hill, Berrien, Bibb, Bleckley, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Clinch, Coffee, Dodge, Columbia, Echols, Effingham, Elbert, Emanuel, Evans, Floyd, Forsyth, Glascock, Glynn, Greene, Irwin, Jackson, Jeff Davis, Jefferson, Jenkins, Johnson, Jones, Lanier, Laurens, Liberty, Lincoln, Long, Lowndes, Madison, McDuffie, McIntosh, Montgomery, Oglethorpe, Pierce, Pulaski, Putnam, Richmond, Screven, Tattnall, Telfair, Tift, Toombs, Treutlen, Twiggs, Washington, Walton, Warren, Ware, Wayne, Wheeler, Wilcox, Wilkinson
Aveanna Healthcare 3312 Northside Dr. Suite C161 Macon, Georgia 31210 Phone: (478) 841-2772	Appling, Atkinson, Bacon, Baker, Baldwin, Ben Hill, Berrien, Bibb, Blakely, Brooks, Butts, Chattahoochee, Clinch, Coffee, Colquitt, Cook, Crawford, Decatur, Dodge, Booley, Dougherty, Early, Echols, Grady, Hancock, Houston, Irwin, Jasper, Jeff Davis, Johnson, Jones, Lamar, Lanier, Laurens, Lowndes, Macon, Miller, Mitchell, Monroe, Montgomery, Morgan, Peach, Pierce, Pike, Pulaski, Putnam, Schley, Seminole, Spalding, Stewart, Sumter, Talbot, Taylor, Telfair, Thomas, Tift, Toombs, Treutlen, Twiggs, Upson, Ware, Washington, Wayne, Webster, Wheeler, Wilkerson, Wilkinson, Worth

Aveanna Healthcare 6075 The Corners Pkwy., Suite 212 Peachtree Corners, Georgia 30092 Phone: (770) 263-6373	Banks, Barrow, Bartow, Catoosa, Cobb, Cherokee, Clarke, Clayton, Coweta, Dade, Dawson, Douglas, Elbert, Fannin, Fayette, Floyd, Forsyth, Franklin, Fulton, Gilmer, Gordon, Gwinnett, Hall, Habersham, Haralson, Hart, Henry, Jackson, Lumpkin, Madison, Morgan, Murray, Newton, Oconee, Polk, Oglethorpe, Paulding, Pickens, Rabun, Rockdale, Stephens, Towns, Union, Walker, Walton, White, Whitfield
Aveanna Healthcare 81 Peeples Valley Road SE, Suite 103 Cartersville, Georgia 30121 Phone: (770) 383-4629	Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Fannin, Floyd, Gilmer, Gordon, Murray, Polk, Paulding, Pickens, Walker, Whitfield.
Pediatric Care Providers 530 East Paces Ferry Road, NE, #1009 Atlanta, Georgia 30305 Phone: (404) 720-0959	Henry, Gwinnett, Sumter, Cobb, Douglas, Fulton, Clayton, Houston, Paulding, DeKalb
Alpha Omega Staffing 2655 Daniel Park Run Dacula, Georgia 30019 Phone: (678) 720-3164	Barrow, Cherokee, Cobb, Dawson, Douglas, DeKalb, Forsyth, Gwinnett, Hall, Rockdale
Amicus Home Care 3469 Lawrenceville Highway, #304 Tucker, Georgia 30084 Phone: (770) 314-6244	Fulton, Cobb, DeKalb, Rockdale, Gwinnett, Spalding, Clayton, Forsyth
CCENO Home Healthcare 5745 Wendy Bagwell Parkway, Suite 1 Hiram, Georgia 30141 Phone: (770) 693-9465	Fulton, DeKalb, Cobb, Gwinnett, Clayton, Douglas, Fayette, Henry, Cherokee, Rockdale, Paulding, Bartow, Gordon, Pickens, Jackson, Barrow, Walton, Hall, Forsyth, Dawson, Carroll, Coweta, Spalding, Butts
Comfort Community Center 700 Sandy Plains Road, Suite B-14 Marietta, Georgia 30066 Phone: (678) 581-1831	Cobb, Fulton, DeKalb, Cherokee,
Complete Access Services 2481 Hurt Road, Suite E Marietta, Georgia 30008 Phone: (678) 540-5390	Fulton, Floyd, DeKalb, Cobb
Aveanna Healthcare 1691 Phoenix Boulevard, Suite 212 Atlanta, Georgia 30349 Phone: (770) 810-6922	Carroll, Clayton, Coweta, DeKalb, Douglas, Fayette, Fulton, Harris, Heard, Henry, Marion, Meriwether, Morgan, Muscogee, Newton, Pike, Rockdale, Talbot, Taylor, Troup, Upson
A Supreme Nursing and Homecare 3831 Lakehaven Way Atlanta, Georgia 30349 Phone: (678) 224-5971	Cobb, Douglas, Paulding, Clayton, Fulton, DeKalb, Carroll

Bacchus Private Home Care 4925 Bridle Point Parkway Snellville, Georgia 30039 Phone: (404) 468-7130	Gwinnett, Rockdale, DeKalb, Monroe, Newton, Douglas, Fulton, Clayton, Cobb, Putnam, Henry
Benadel Care & Consulting 2341 Cherokee Valley Circle Lithonia, Georgia 30058 Phone: (706) 572-9340 After hrs: (347) 654-7922	DeKalb, Gwinnett, Cobb, Fulton, Henry, Rockdale, Clayton, Fayette

APPENDIX V

ADHERENCE TO GAPP/MEDICAID POLICY

UPDATE FOR PROVIDERS

Effective January 1, 2018, the Department will institute a reporting system on any violations of GAPP and/or Medicaid Part I Policies and Procedures.

Providers will be notified of any violations noted and this information will be complied on a quarterly basis for both Providers and the Department review.

APPENDIX W

GAPP TRANSFER REQUEST FORM

(Attach This Form To The Receiving Agency's DMA6A or DMA 80)

Date of Transfer Request: _____

Member's Name: _____

Member's DOB: _____

Member's Medicaid #: _____

Current GAPP Agency: _____

Contact Name and Phone #: _____

Current GAPP Hours Approved: _____

Current PA Expiration Date: _____

Date of Appendix D submission: _____

Reason for Transfer: _____

_____

_____

Receiving GAPP Agency: _____

Date of DMA 80 Submission: _____

Caregiver's Name (Print): _____

Caregiver's Signature*: _____

Caregiver's Phone Number: _____

Date: _____

*Caregiver's Signature allows for current agency to share documents with another GAPP provider for the sole purpose of transferring hours.

APPENDIX X

GAPP SHARED HOURS REQUEST FORM
(Attach This Form To Agency PA's)

Member's Name: _____

Member's DOB: _____

Member's Medicaid #: _____

Current GAPP Hours Approved: _____

GAPP Agency One: _____

Contact Name and Phone #: _____

Number of Hours Requested: _____

GAPP Agency Two: _____

Contact Name and Phone #: _____

Number of Hours Requested: _____

Current PA Expiration Date: _____

Shared Hours Start Date: _____

Caregiver's Name (Print): _____

Caregiver's Signature*: _____

Caregiver's Phone Number: _____

Date: _____

*Caregiver's Signature allows for current agency to share documents with another GAPP provider for the sole purpose of sharing GAPP hours.

PHYSICIAN PLAN OF TREATMENT

APPENDIX Y – Must be Submitted with Each Initial and Recertification Request

Member Name:_____Member Medicaid Number: _____

Number of Hours recommended: Skilled Nursing/week_____Personal Care Support/week _____

Member's Primary Diagnosis:_____Member's Weight: _____

Medications:

Scheduled:

Medication	Dosage	Route	Frequency

PRN:

Medication	Dosage	Route	Frequency

DME and Supplies:

_____

_____

Functional Limitations:

_____

_____

Nutritional Requirements (Frequency/Route):

Feedings -- Route (P0, GT, IV)	Amount	Frequency

Orders and Treatments (Specify Amount/Frequency/Duration):

Vital Signs: _____
Neuro:_____
Cardiovascular:_____
Respiratory:_____
Gastrointestinal:_____
Genitourinary:_____
Integumentary:_____
Musculoskeletal: _____

Home Health Aid Orders:

_____

_____

Physician's Signature:_____Date: _____

Printed Name: _____

APPENDIX Z

CAREGIVER ATTESTATION FORM

FOR

TRANSFER OF MEMBER AND/OR SHARED HOURS

NOTIFICATION

My provider has notified me that I have the Freedom of Choice of providers and may transfer my Services to another GAPP approved agency.

My provider has also notified me that I can request that my hours be shared with another GAPP Provider agency.

Signature of Caregiver: _____

Printed Name of Caregiver: _____

Signature of GAPP Agency Personnel**:** _____

Printed Name of Agency Personnel: _____

Seizure Observation Log

APPENDIX AA

Name: _____ Age: _____

All sections should be completed for each seizure that occurs.

Date	Time	Seizure Duration (seconds/ minutes)	Type of Seizure	Intervention Required	Response by Member	Name of person reporting the seizure (please print)