

PART II

POLICIES AND PROCEDURES
for
GEORGIA PEDIATRIC PROGRAM (GAPP)
IN-HOME NURSING



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

DIVISION of MEDICAL ASSISTANCE PLANS

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Policy Revision Record
[from 2024 to Current¹

REVISION DATE	SECTION	REVISION DESCRIPTION	REVISION TYPE	CITATION
			A=Added D=Deleted M=Modified	(Revision required by Regulation, Legislation, etc.)
1/1/2024	Appendix O and O-1	Page 92-93	A	Added the 60-day summary back to being a required document for recertification requests
4/1/2024	Chapter 600 – 604.3	Page 10	A	Added that agencies using the FCO must have a background check, fingerprinting results and a valid CPR card supplied to the Dept @ scollins@dch.ga.gov
4/1/2024	Chapter 800- 805	Page 26	A	Allow physician extenders (NP& PA) to complete and sign the PPOT.
4/1/2024	Chapter 800- 805	Page 26	M	Physicians last office note is required with original and all recertifications
4/1/2024	Chapter 800- 832	Page 37	A	Allow legal guardians to submit an online Reconsideration Request.
4/1/2024	Chapter 900- 919	Page 51	M	Twice monthly supervisory visits apply to FCO (Family Caregiver Option)
4/1/2024	Appendix O-/ O-1	Page 92-93	A	Added requirement of office visit notes
4/1/2024	Appendix X	Page 142	M	Clarified the Appendix BB for Behavioral Aide Services.

¹ The revisions outlined in this Table are from 2024 to current. For revisions prior to 2024, please see prior versions of the policy.

7/1/2024	Appendix C	Page 60	A	Rate increases effective 7/1/2024
7/1/2024	Appendix X	Page 142	M	Note that the Family Care Option is not available for Behavioral Aide Health Services.
7/1/2024	Appendix O/O-1	Page 92-93	M	Updated GAPP admission / continued stay for behavioral health aide document.

Part II: Georgia Pediatric Program (GAPP)

Chapter 600: General

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 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.

Note: 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.

Note: Effective April 1, 2023, Behavioral Support Aide Services will be added to the GAPP Program. See Appendix X.

602. 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:

- 602.1. 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.
- 602.2. To provide quality services, consistent with the medically necessary needs of individual child. All services must be accompanied by a physician's order.
- 602.3. To involve the physician and child's caregiver(s) or representative(s) in the provision of the child's care.
- 602.4. 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](https://medicaid.georgia.gov/autism) spectrum disorder. Members needing Behavioral Aide Services should see Appendix X

603. 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:

- 603.1. 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.

- 603.2. 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.
- 603.3. 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.
 - 603.3.1. Nursing Agency – denotes Home Health Care and Private Nursing Agencies
 - 603.3.2. 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.
 - 603.3.3. Guardian or Representative – In the case of a foster care member, the legal representative must be a DFCS County supervisor or other DFCS designee.
- 603.4. The Department of Family and Children Services (DFCS) of the Department of Human Services determines Medicaid eligibility.
- 603.5. 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.
- 603.6. 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).
- 603.7. 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.

604. 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.

604.1. 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.

604.2. 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.

604.3. Documentation of Qualified Staff

The GAPP provider agency will notify DCH of newly hired personnel to include Registered Nurses and Licensed Practical Nurses, and Personal care support aides by providing a resume showing the provider's experience in caring for patients with special health care needs along with the required documentation of a valid CPR card, background check with fingerprint documentation.

GAPP agencies providing the Family Caregiver option must provide to the state the name, age and relationship to the member, their address, background check, fingerprint, relation to member documentation along with a valid CPR card.

Family Caregiver option not available for Behavioral Health Aide Services.

Documentation of these patient caregivers must be submitted to the Department of Community health at scollins@dch.ga.gov.

604.4. Behavioral Support Aides (See Appendix X)

605. Conditions of Participation for GAPP Providers

605.1. 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.

605.2. 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, at least quarterly. An announcement will be forwarded prior to each meeting with the call-in information.

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

605.2.1.1. 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.

605.2.1.2. 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.

605.2.2. 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.

605.2.3. 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).

605.2.4. 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.

605.2.5. Written Member Care Policies and Procedures

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

- 605.2.5.1. Scope of services offered;
- 605.2.5.2. Admission and discharge criteria;
- 605.2.5.3. Supervision of services;
- 605.2.5.4. Care of GAPP members in emergency;
- 605.2.5.5. Clinical records management, including progress notes and retention of records;
- 605.2.5.6. Administrative/Personnel records and supervision to include continuing education and ongoing competency for providing GAPP services;
- 605.2.5.7. Use and maintenance of supplies and equipment (if applicable); and
- 605.2.5.8. Coordination of GAPP member's care with physicians and nursing agency case managers.

(Rev 10/2015)

606. 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.

607. A Subcontracting

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

- 607.1. Names of all parties entering into the subcontract.
- 607.2. A stipulation requiring subcontractors to perform in accordance with all conditions of participation which pertain to the service purchased under subcontract.
- 607.3. 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).
- 607.4. 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.
- 607.5. A stipulation that the person delivering services meet the staff requirements for the Georgia Pediatric Program (GAPP) services to be provided.
- 607.6. A stipulation that the subcontractor will participate as needed in the nursing agency's case conference to coordinate members' care.

608. 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.

- 608.1. Part I, Policies and Procedures Applicable to Medicaid Providers.
- 608.2. Part II, Policies and Procedures for the Georgia Pediatric Program (GAPP).
- 608.3. Applicants must submit the complete enrollment packet with all required documents.
- 608.4. 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.
- 608.5. 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.
- 608.6. 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.

609. Documentation Required for Providers Enrollment

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

- 609.1. Copy of business license.
- 609.2. Copy of Private Home Care Provider License.
- 609.3. 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.
- 609.4. Provisions for back-up staffing coverage.
- 609.5. 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.

609.6. Copy of Current CPR certification for each nurse, aid, and family caregiver staff.

610. GAPP In-Home Nursing Care Providers Requirements

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

- 610.1. 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.
- 610.2. The office must be accessible for state inspection.
- 610.3. The office must be accessible for member visitation.
- 610.4. The In-home Care Nursing Provider Agency must be available for caregiver/member contact 24-hours per day/7 days per week.

611. Changes in Provider Enrollment Data

611.1. 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:

- 611.1.1. Correct address of the agency/business location;
- 611.1.2. Correct street address of the service location, if different from above;
- 611.1.3. Current phone number(s); and
- 611.1.4. Name of contact person(s).
- 611.1.5. 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.

Changes should also be sent to the GAPP Program Specialist to update the Appendix Q- List of GAPP Approved Provider Agencies.

612. Termination of Provider Number/Enrollment in Georgia Pediatric Program (GAPP)

612.1. Provider-Initiated Termination

- 612.1.1. 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).
- 612.1.2. The Department will notify Alliant Health Solutions of provider's intent to terminate services.

- 612.1.3. 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.
- 612.1.4. The Department will authorize termination of the Provider enrollment number and the provider's authorization to receive reimbursement.

613. 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)

614. Changes in Provider Ownership Data

614.1. 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.

615. 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).

- 615.1. Maintain adequate and appropriate staffing to provide the service described in Chapter 900;
- 615.2. Provide all services in accordance with a current plan of care ordered and authorized in writing by the member's attending physician;

- 615.3. Prohibit individuals with a prior conviction on charges of abuse, neglect, mistreatment, or financial exploitation from performing direct member care duties;
- 615.4. 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.
- 615.5. 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.
- 615.6. 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.
- 615.7. The GAPP provider agency will also provide the name and address of any individual using the Family Caregiver Option, along with background check, age, address, relation to member, fingerprinting and a valid CPR card. Such documentation should be provided to the department at scollins@dch.ga.gov.

616. Record Management

616.1. Maintain Clinical Records

- 616.1.1. 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.
- 616.1.2. 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.
- 616.1.3. Maintain the staff signed time sheets on file for a period no less than three (3) years.

617. Destruction of Records

- 617.1.1. 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.

- 617.1.2. 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.”

618. 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.

619. Adverse Actions

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

620. Standard Assurances

- 620.1. 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.
- 620.2. 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 619).

621. Member Assurances

621.1. 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.

621.1.1. Member/Caregivers’ Right Include

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

- 621.1.1.2. The right to be treated with respect and to maintain one's dignity and individuality.
- 621.1.1.3. The right to voice grievances and complaints regarding treatment or care that is furnished, without fear of retaliation, discrimination, coercion, or reprisal.
- 621.1.1.4. The right to freedom of choice for an approved provider.
- 621.1.1.5. The right to have two different Medicaid GAPP providers work together to provide the skilled hours that have been approved for my child.
- 621.1.1.6. The right to accept or refuse services as agreed or as mutually established
- 621.1.1.7. 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.
- 621.1.1.8. The right to be advised in advance of the provider(s) who will furnish care and the frequency and duration of visits ordered.
- 621.1.1.9. The right to confidential treatment of all information, including
- 621.1.1.10. The right to receive services in accordance with the current plan of care.
- 621.1.1.11. 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.
- 621.1.1.12. The right to have property and place of residence treated with respect.
- 621.1.1.13. The right to review his/her records on request.
- 621.1.1.14. The right to receive care and services without discrimination.
- 621.1.1.15. The right to receive all Medicaid State Plan services that are deemed medically necessary.
- 621.1.2. Member's Caregiver / Guardian Responsibilities Include:
 - 621.1.2.1. The responsibility to notify nursing agency's case manager of any changes in the medically necessary needs of the child.
 - 621.1.2.2. 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.
 - 621.1.2.3. The responsibility to be as accurate as possible when providing information on health history and needs of the child.
 - 621.1.2.4. The responsibility to participate actively in decisions regarding individual health care and service/care plan development.

- 621.1.2.5. The responsibility to comply with agreed upon care plans.
- 621.1.2.6. The responsibility to notify the member's physician, and/or staff of any change in child's condition.
- 621.1.2.7. The responsibility to maintain a safe home environment and to inform providers of the presence of any safety hazard in or around the home.
- 621.1.2.8. The responsibility to be available to provider staff at agreed upon times services are scheduled to be rendered to the child.
- 621.1.2.9. It is the responsibility of the member's caregiver/guardian to avail themselves for the utilization review team to make visits as needed.
- 621.1.2.10. The responsibility to maintain a safe environment for child, self, and staff and to always maintain a drug free environment.

622. 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:

- 622.1. Unauthorized or inappropriate touching of a member such as pushing, striking, slapping, pinching, beating, fondling, etc.
- 622.2. Use of physical or chemical restraints.
- 622.3. Withholding food, water, or medications unless the member has requested the withholding.
- 622.4. Psychological or emotional abuse (i.e., verbal berating, harassment, intimidation, threats of punishment order privation).
- 622.5. Isolating member from member representative, family, friends, or activities.
- 622.6. Sexual harassment, exploitation, or rape.
- 622.7. Failure to provide basic care or seek medical care.
- 622.8. Inadequate assistance with personal care, changing bed linen, laundry, etc.
- 622.9. Ostracizing the member, or "giving the silent treatment."
- 622.10. Leaving member alone for extended periods of time.
- 622.11. Use of member's money or property against the member's caregiver's directives or without the member's caregiver's knowledge.

622.12. Injury, death, hospitalization, emergency room visits or any instances that could endanger a member's health and/or safety.

623. Sentinel Event Documentation–Investigation and Reporting Incidents

623.1. Providers must conduct a thorough investigation of all abuse, potential abuse, alleged abuse, injury, or death of a member.

623.2. 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).

623.3. Sentinel event 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.

623.4. Providers must complete the sentinel report (Appendix P) 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.

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

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

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

623.8. 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.

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

Chapter 700: Special Eligibility 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

702.1. 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 card (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:

- 702.1.1. To be eligible for services under GAPP the member must require medically necessary skilled nursing, personal support care and/or the need for a behavioral support aide. 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, personal care support needs or the needs for a behavioral health aide 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.

- 702.1.2. 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.

- 702.1.3. 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.

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

703. Applying for GAPP Services

703.1. 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 Q). Members seeking services may also contact the GAPP Program Specialist at (404) 683-5113 or GAPP.inquiries@dch.ga.gov.

703.2. 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 Q). Member applications for services may take up to 30 days to review documents once a complete 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 O for a complete listing of all required documentation. Applications are submitted electronically via the GAMMIS Medical review portal.

- 703.2.1. 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.
- 703.2.2. 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 electronically attached to the DMA 80. SEE APPENDIX N
- 703.2.3. 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.
- 703.2.4. If an IEP is in effect, the most current one is required for admission and continued stay to the GAPP program.
- 703.2.5. Alliant Health Solutions has 30 days to review a request for services once a complete packet has been submitted.

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

Note: 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 LON. 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 change request without documentation will be denied.

A re-evaluation of eligibility for GAPP services must be done, at a minimum of every 3 to 6 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

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. (Rev 10/2015)

Chapter 800: Prior Approval

801. General

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, behavioral health aide, 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 electronic attachment of documents directly to the GAPP request (DMA-80) via the Medical Review portal (see Appendix N).

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.

801.1. 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 N. Members have Freedom of Choice for a service provider.

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

802. 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.

803. Discharge Planning Team Meetings

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

804. 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 O for a complete listing of all required documentation.

804.1. 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.

804.2. 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-80 depending on documentation submitted for review.

805. **Physician Plan of Treatment (See Appendix U)**

The PPOT must be developed, signed, and dated by the attending physician with the initial and all subsequent recertifications. The PPOT will show what skilled nursing, personal care support and/or behavioral health aide hours are needed by the member and recommended by the physician – this PPOT must be signed and dated within 30 calendar days of the completed PPOT.

Effective 1/1/2023, providers must submit the Appendix U as the PPOT. Any physician may submit a letter of medical necessity; however, this LOMN does not take the place of the Appendix U.

If a member has been hospitalized for any lengthy amount of time, GAPP providers can accept, the latest progress notes and/or the discharge summary as the PPOT as long as all information provided along with the number of hours being requested.

Effective 4/1/2024, advanced practitioners (Nurse Practitioners/Physician Assistants) may complete the PPOT if they directly oversee the members ongoing healthcare.

Effective 4/1/2024, a copy of the physician's last office visit notes must be submitted with each initial and/or recertification request. The notes may come from the physician that primarily sees the member and would provide the most meaningful information for the Medical Review Team.

806. **Member Supplemental Information (Appendix I Supplement)**

The Appendix I 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 I does not replace the PPOT. A Letter of Medical Necessity may also be submitted but is not required.

807. **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.

808. Freedom of Choice Form

The Freedom of Choice Form must be signed and dated by the member or the member's legal guardian 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.

809. GAPP Admission/Continued Stay (Appendix O)

Appendix O 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.

810. Behavioral Support Aid (Appendix O1)

See Appendix O1 for required documentation.

811. Individualized Education Program (IEP)

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

812. 60 Day Summary

Effective 4/1/2024, the 60-day summary must be submitted with all start of care and/or recertification for any request for GAPP services.

813. Supervisory Visit Notes

Effective 4/1/2024, all supervisory visit notes must be submitted with any and all requests for GAPP services.

814. Signature Stamps

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

815. DMA-80 Approvals

815.1. 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.

815.2. 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.

- 815.3. 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.
- 815.4. Alliant Health Solution's GAPP Medical Review Team has thirty (30) days to review.
- 815.5. 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.
- 815.6. 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.

816. 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, a 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.

817. Reauthorization Requests

- 817.1. 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/billing.
- 817.2. 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.
- 817.3. 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.

- 817.4. All continued stay requests for in-home skilled nursing, behavioral health aide, 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 submit what services are being required by the member.

818. Evaluation Process Conducted by Alliant Health Solutions

- 818.1. 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.
- 818.2. 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.
- 818.3. 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.
- 818.4. 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.
- 818.5. All documents submitted with the application will be reviewed to determine the required medically necessary nursing care, behavioral health aide, 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.
- 818.6. 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.
- 818.7. Please refer to Appendix O for a complete list of required documentation. The physician may also submit a separate letter of medical necessity, if deemed appropriate.
- 818.8. 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 912.1 about all documents that must be in the member's home.
- 818.9. 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 now allowed to sign this paperwork.
- 818.10. 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.

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. (Rev 04/2015)

818.11. 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 appeal status.

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

818.12.1. Hospital Discharge Summary or Hospital Progress notes

819. Approvals for Services and Notifications by Alliant Health Solutions

819.1. Letter of Notification (LON) Process by Alliant Health Solutions

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

819.1.1. 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.

819.1.2. 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.

819.1.3. 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.

819.1.4. 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.

- 819.1.5. 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.
- 819.1.6. For Administrative purposes, the week begins on Sunday and ends on Saturday in the Georgia Pediatric Program (GAPP).
- 819.1.7. 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.
- 819.1.8. 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.

820. 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.

821. Transfer of GAPP PAs (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.

822. 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 S), the Appendix S 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 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 V. They must also give parents a 30-day notice of discharge of services. Exceptions may apply – See Section 835: 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.

823. Sharing GAPP Hours

If the parent / caregiver desires, the GAPP skilled 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 V which is the Notification of Ability to Transfer Hours and/or Share A Member's PA.

823.1. 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.

823.2. 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.

- 823.3. Each provider will have their own paperwork as required by GAPP policy; however, providers should share all documents to ensure continuity of care.
- 823.4. Providers should share documentation and not have physicians/parents sign duplicate documents.
- 823.5. 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.
- 823.6. Please call the GAPP Program Specialist at (404) 683-5113 for any assistance or clarification or email at GAPP.Inquiries@dch.ga.gov.
- 823.7. Personal care support hours (S9122) cannot be shared between two providers.

824. 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:

824.1. Transferring Agency

- 824.1.1. 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.
- 824.1.2. 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.
- 824.1.3. Effective, 07/01/2020 – Provide receiving agency with member’s PPOT.

824.2. Receiving Agency

- 824.2.1. Upload signed Appendix S (Transfer Request Form) to the DMA 6A or DMA 80 and notify Alliant that you have uploaded your transfer request to your PA number.
- 824.2.2. 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.
- 824.2.3. Provide Alliant Health Solutions with a renewal packet within 30 days of the expiration of the PA that is being transferred.
- 824.2.4. Please have your transfer LON before providing GAPP Services.
- 824.2.5. 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.
- 824.2.6. Nursing Supervisory visit should be done within the first month of services.

824.3. Alliant Health Solutions Medical Review Team

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

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

825. GAPP Determination Letter

- 825.1. 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.
- 825.2. 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.
- 825.3. Approvals will be granted based on the medically necessary skilled nursing, behavioral health and/or personal support service needs of member.
- 825.4. 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.
- 825.5. 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.

826. Foster Child(ren)

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 I, and the Appendix O.

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 documented by the nursing agency in the members medical records. This applies to all children receiving GAPP services – not just members in foster care.

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. Foster parents can only sign the Caregiver Competency Checklist.

827. 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.

828. 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 review appendix N or 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.

Note: 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.

829. 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. Providers should also be aware of Medicaid’s Secondary Claims Manual

830. Denial of Services

830.1. Reasons for Denial of Termination

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

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

831. 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:

831.1. Admission to GAPP

831.2. Denial of Admission

831.3. Reduction of services

831.4. Increase of services

831.5. Termination of Services in the GAPP Program

831.6. 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

Or the parent Legal Guardian may go online to request a reconsideration. 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.

832. Right to Appeal and Fair Hearing

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

832.1. Denial of applications for admission

832.2. Reduction in services

- 832.3. Denial of eligibility
- 832.4. Termination of services
- 832.5. Parents/Caregivers and DFCS County Supervisors of the member shall receive written notice of any of the referenced actions of the Alliant Health Solutions.
- 832.6. For a child in foster care, it is the DFCS Supervisor or designee that must request the hearing for the member.

833. 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:

Georgia Department of Community Health
DCH Legal
Floor 18
2 M L King Jr. Dr.
Atlanta, GA 30334

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.

834. Discharge of Members

- 834.1. 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.
- 834.2. 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.
 - 834.2.1. The medical stability of the member.
 - 834.2.2. The medical necessity statement.
 - 834.2.3. Evaluation of progress to date by the physician and the Alliant Health Solutions Medical Review team.

- 834.2.4. 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:
- 834.2.4.1. 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.
 - 834.2.4.2. The Department of Community Health Program Integrity staff recommends in writing that a member be discharged from service.
 - 834.2.4.3. The enrolled member has not required skills care and/or personal care support within the last 30 days in the Georgia Pediatric Program (GAPP).
 - 834.2.4.4. 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).
 - 834.2.4.5. Member's caregiver fails to adhere to the conditions of the Letter of Understanding.
 - 834.2.4.6. 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.
 - 834.2.4.7. 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.
 - 834.2.4.8. Member's caregivers/representative requests member to be discharged.
 - 834.2.4.9. Member's caregivers/representative consistently refuse to comply with treatment(s).
 - 834.2.4.10. Member is no longer Medicaid eligible.

835. 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:

- 835.1. Member expires or Turns age 21.

- 835.2. Member's caregiver(s) or representative requests a change in providers or requests termination of services immediately.
- 835.3. 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.
- 835.4. 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.
- 835.5. When Program Integrity recommends member's discharge.
- 835.6. When a member is no longer Medicaid eligible.
- 835.7. 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.

836. Transition of Children from GAPP

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

Approximately 3 months prior to a child's twenty-first (21st) birthday, a transitional process will begin to assess the GAPP child for ICWP services. The following process will take place when the child is transitioned from GAPP into ICWP.

- 836.1. The child's medical records will be reviewed by the Alliant Health Solutions ICW Preview nurse to determine if the child meets the general eligibility criteria for the ICWP.
- 836.2. 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.
- 836.3. The application will be mailed to the parent or legal guardian by Alliant Health Solutions by the sixth (6th) month prior to the applicant's 21st 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.
- 836.4. 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.
- 836.5. 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.
- 836.6. 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.

- 836.7. 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.
- 836.8. 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.
- 836.9. The ICWP member services cannot begin before the applicant's 21st birthday.
- 836.10. 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.

837. GAPP and Hospice Services

837.1. 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.

838. 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.

839. Service Limitations Under the GAPP Program

Refer to Section 704

840. Termination of Provider Services to Member

- 840.1. 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.
- 840.2. 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)
- 840.3. 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.
- 840.4. The Nursing agency will work with members' caregiver(s) to locate another provider effective the date of the current provider's termination.
- 840.5. The provider will notify DCH and Alliant Health Solutions Medical Review Team of their intent to terminate enrollment in the Georgia Pediatric Program.
- 840.6. 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.
- 840.7. The current provider agency should work with members to locate another service nursing agency effective the date of the current provider's termination.
- 840.8. The DCH will authorize Provider Enrollment to terminate the provider enrollment number and the provider's authorization to receive reimbursement.

Chapter 900: Scope of Services

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.

901.1. Services Which Will Be Provided by A Registered Nurse include:

- 901.1.1. Initial evaluation visit;
- 901.1.2. Re-evaluation of patients' skilled nursing/PSS needs;
- 901.1.3. Initial plan of treatment
- 901.1.4. Preparation of the clinical progress notes;
- 901.1.5. Coordination of services;
- 901.1.6. Informing the physician and other personnel of changes in the patients' condition or needs;
- 901.1.7. Patient and family teaching;
- 901.1.8. Development of teaching plan and caregiver(s) Competency checklist;
- 901.1.9. Supervision for LPN's must be done once a month, but not less than 20 days apart. Supervision for PSS personnel including family caregivers must be done every two weeks by an LPN or RN
- 901.1.10. Administration of medications and treatments as prescribed by a physician in accordance with Section 913 of this manual and currently accepted standards of medical practice;
- 901.1.11. Total patient care; and
- 901.1.12. Written assessments to recommend tapering of skilled nursing/PSS hours or discharge from the Program.
- 901.1.13. Other services in accordance with and as outlined in the Georgia Registered Professional Nurse Practice Act.
- 901.1.14. Provide case management services as needed by the GAPP member.

901.2. Services Which May Be Provided by A Licensed Practical Nurse Include:

- 901.2.1. Any services in accordance with and as outlined in the Georgia Practical Nurses

Practice Act and listed in the PPOT/Nursing POC.

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

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

901.3. Services Which May Not Be Provided by A Licensed Practical Nurse Include:

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

901.3.2. Initiation of plan of treatment.

901.3.3. Supervisor responsibilities every 2 weeks for personal care support personnel.

901.3.4. Case Management

901.4. Staffing Qualification and Supervisory Responsibilities

901.4.1. The GAPP provider agency ensures that individuals entering members' homes accomplish tasks timely and competently while maintaining the rights, safety, choice, and 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.

901.4.2. 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.

901.4.3. Provider agency will provide notice of Family Caregiver Option to DCH by providing the caregivers name, address, relationship to member, age as well as background check, fingerprinting and a valid CPR card.

901.4.3.1. RN Supervisor

901.4.3.1.1. Qualifications of the RN Supervisor Include:

901.4.3.1.1.1. 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.

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

901.4.3.1.1.3. 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.

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

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

901.4.3.2. Duties of the RN Supervisor Include:

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

901.4.3.2.2. Act as a member's case manager.

901.4.3.2.3. 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.

901.4.3.2.4. 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.

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

901.4.3.2.6. Completing supervisory assessments to include observations of each Personal Care Support caregiver or LPN providing care to the GAPP member (See Section 912 for requirements relating to supervisory notes).

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

901.4.3.2.8. Completing the monthly supervisory assessment of LPN's.

901.4.3.2.9. Supervisory visits are NOT billable through Medicaid.

Note: See Section 905 for further information regarding Personal Care Support personnel.

902. Forms of Transportation

Forms of Transportation for the medically fragile GAPP member.

- 902.1. State's Non-Emergency Transportation (NEMT) System. See Appendix H for additional information.
- 902.2. 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).
- 902.3. 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.

903. 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.

904. 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.

905. 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.

- 905.1. Description – Personal Care Support service will be provided by staff members who are appropriately trained and certified by the nursing agency.
- 905.2. 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, Office of Regulatory Services when applying to be a Medicaid provider and must be enrolled in the Georgia Pediatric Program (GAPP).
- 905.3. 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.
 - 905.3.1. Maintain a detailed summary of the Personal Support Care personnel qualifications and update of training.
 - 905.3.2. Maintain records for family caregivers such as background checks, fingerprinting, age relationship to member, address, and a valid CPR card.
 - 905.3.3. Supervisory visits are NOT billable to Medicaid.

906. Qualifications of the Personal Support Care Personnel Staff

- 906.1. Ability to read, write, and follow verbal and/or written orders given.
- 906.2. Ability to complete legible written reports of caregiving.
- 906.3. Must possess a Certified Nursing Assistance Certification from the Department of Human Resources, Office of Regulatory Services; OR;
- 906.4. 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); Accreditation Commission for Health Care (ACHC) or;
- 906.5. 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.

907. Family Caregiver option:

- 907.1. Agency will train family caregivers as necessary.
- 907.2. Maintain training records available to DCH for review.
- 907.3. Maintain valid CPR card.

908. 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.

908.1. Provider Training for Personal Care Support Personnel/ Family Caregivers

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

908.1.1. CPR and Basic First Aid

908.1.2. Emergency procedures

908.1.3. Assistance with medications

908.1.4. Specialized procedures

909. Training Requirements

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

909.1. An infection control course.

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

909.3. 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.

909.4. Basic nutrition.

909.5. Home maintenance management.

909.6. Body systems and functions.

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

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

909.9. Communication and interpersonal skills.

909.10. Agency policies and procedures.

909.11. 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.

910. General Staff Training and Orientation

- 910.1. Initial and annual assessment of clinical competence.
- 910.2. On-going training and re-training as necessary.
- 910.3. Case specific orientation.
- 910.4. 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.

911. Personal Care Support Supervision

- 911.1. 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. (Rev 04/2016)

912. Documentation

- 912.1. 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 in the member's home. These records shall be kept in accordance with currently accepted standards of medical and/or nursing practice and must include at a minimum:

- 912.1.1. Appropriate patient identifying information, including current directions to the patient's home from the provider's location.
- 912.1.2. The name of the patient's primary care physician*;
- 912.1.3. Pertinent past and current findings*;
- 912.1.4. Signed and dated narrative nursing notes written the day the service is rendered by the providing member of the health team*;
- 912.1.5. Current medical plan of treatment* (PPOT) signed and developed by an attending physician.
- 912.1.6. A current copy of the completed DMA-80 from the medical review unit; as well as the DMA-6A.
- 912.1.7. Copies of summary reports sent to the physician at least every sixty to ninety (60-90) days.
- 912.1.8. Discharge summary when applicable.
- 912.1.9. Provider care plan signed and dated related to current GAPP approval period

- 912.1.10. 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.
- 912.1.11. Monthly Supervisory assessments of LPN and twice monthly for personal care support aides and parent caregivers.
- 912.1.12. A copy of the Letter of Understanding
- 912.1.13. A copy of the Freedom of Choice Form;
- 912.1.14. A copy of the Determination Letter of Notification
- 912.1.15. A copy of the Nursing Assessment Form*
- 912.1.16. A current IEP is required on all GAPP members if one is in effect. See Appendix O. A current IEP is a required document for admission to the GAPP Program if one is in effect.
- 912.1.17. 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.

913. The Medical Plan of Treatment (PPOT- Appendix U)

- 913.1. An individual medical plan of treatment (Appendix U) 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.
- 913.2. 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 with every initial and recertification period. Effective February 15, 2011, the plan of treatment must be signed and dated by the attending physician or physician extender within thirty (30) days of the beginning of each signature within thirty (30) days. Effective 4/1/2024. Physician extenders CAN COMPLETE AND SIGN THE PPOT.
- 913.3. Effective January 1, 2023, providers MUST utilize Appendix U as the PPOT. A LOMN may also be submitted along with the Appendix U.

914. 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 or family caregiver on each date of service and signed weekly or bi-weekly by the member/member representative, and PSS aide or family caregiver. 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 W – Generic Seizure Log.

915. 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.

916. 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, CNA, or family caregiver. It should be reviewed and revised as often as the severity of the clients' condition requires or a minimum of every renewal period.

917. 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.

918. 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.

919. Supervisory Assessments

Every 2 weeks supervision of PSS Personnel or family caregiver must be performed by a Georgia Licensed Registered Nurse of LPN.

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).

920. Medical Necessity–Admission or Continued Stay Supplement (Appendix I)

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

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

921. 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.

922. 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).

923. 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.

924. 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 prior notice.

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:

- 924.1. DCH representative and nursing agency personnel will travel in separate cars.
- 924.2. The time and place of the visits are at the total discretion of the DCH representative; and,
- 924.3. Agency personnel must not interfere with the interview process.

925. Non-Covered Services

- 925.1. Services for individuals twenty-one (21) years of age and older.
- 925.2. Services for which prior authorization was not obtained and documented by the LON.
- 925.3. Services provided in a manner inconsistent with the provisions of this manual.
- 925.4. 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.
- 925.5. Services rendered prior to the effective date of enrollment.
- 925.6. 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.
- 925.7. 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.
- 925.8. 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
- 925.9. Effective 4/1/2024, payments to family members for care giving activities under a GAPP PA for

Personal Care Support services is now provided under the GAPP Program.

- 925.10. Services rendered out of compliance with the terms and conditions of the provider's statement of participation and the provisions of this manual.
- 925.11. PeachCare members are ineligible for GAPP services.
- 925.12. Skilled nursing or personal care support services from any other waiver program will not be approved for the GAPP member.
- 925.13. 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.

Chapter 1000: Basis for Reimbursement

1001. Conditions of Reimbursement

The following conditions must be met for reimbursement to occur:

1001.1. Members must be approved for services by the Alliant Health Solutions Medical Review Unit (See Chapter 800).

1001.2. Department approval and acceptance of the Statement of Participation.

1001.3. 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.

1001.4. 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 pre-requisite 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:

1002.1. The actual charge for the service;

1002.2. The Medicaid rate in effect on the date of service (See Appendix C); or

1002.3. The provider's charge to private pay patients for the same services.

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

1003. 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.

1004. 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.

1004.1. 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).

1004.2. 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.

1004.3. 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.

1004.4. NEW CMS 1500 Claim Form (Page 57)



APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PICA										PICA									
1. MEDICARE ☐ MEDICAID ☐ TRICARE ☐ CHAMPVA ☐ GROUP HEALTH PLAN ☐ FECA BLK LUNG ☐ OTHER ☐ (Medicare#) (Medicaid#) (ID#/DoD#) (Member ID#) (ID#) (ID#) (ID#)										1a. INSURED'S LD. NUMBER (For Program in Item 1)									
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)										3. PATIENT'S BIRTH DATE MM DD YY SEX M ☐ F ☐									
5. PATIENT'S ADDRESS (No., Street)										6. PATIENT RELATIONSHIP TO INSURED Self ☐ Spouse ☐ Child ☐ Other ☐									
CITY STATE										7. INSURED'S ADDRESS (No., Street)									
ZIP CODE TELEPHONE (Include Area Code)										8. RESERVED FOR NUCC USE									
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)										10. IS PATIENT'S CONDITION RELATED TO:									
a. OTHER INSURED'S POLICY OR GROUP NUMBER										a. EMPLOYMENT? (Current or Previous) YES ☐ NO ☐									
b. RESERVED FOR NUCC USE										b. AUTO ACCIDENT? YES ☐ NO ☐ PLACE (State)									
c. RESERVED FOR NUCC USE										c. OTHER ACCIDENT? YES ☐ NO ☐									
d. INSURANCE PLAN NAME OR PROGRAM NAME										10d. CLAIM CODES (Designated by NUCC)									
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.)										11. INSURED'S POLICY GROUP OR FECA NUMBER									
SIGNED DATE										a. INSURED'S DATE OF BIRTH MM DD YY SEX M ☐ F ☐									
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.										b. OTHER CLAIM ID (Designated by NUCC)									
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE										c. INSURANCE PLAN NAME OR PROGRAM NAME									
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES ☐ NO ☐ <i>If yes, complete items 9, 9a, and 9d.</i>									
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate to service line below (24E) ICD Ind.										13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize payment of medical benefits to the undersigned physician or supplier for services described below.)									
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. PRST Plan I. ID. QUAL. J. RENDERING PROVIDER ID. #										SIGNED									
25. FEDERAL TAX ID. NUMBER SSN EIN										16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY									
26. PATIENT'S ACCOUNT NO.										18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY									
27. ACCEPT ASSIGNMENT? (or gov. claim, see back) YES ☐ NO ☐										20. OUTSIDE LAB? YES ☐ NO ☐ \$ CHARGES									
28. TOTAL CHARGE \$										22. RESUBMISSION CODE ORIGINAL REF. NO.									
29. AMOUNT PAID \$										23. PRIOR AUTHORIZATION NUMBER									
30. Rsvd for NUCC Use										31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)									
32. SERVICE FACILITY LOCATION INFORMATION										33. BILLING PROVIDER INFO & PH # ()									
SIGNED DATE										a. NPI b. NPI									

Appendix A
Medicaid Member Identification Card

GEORGIA DEPARTMENT OF COMMUNITY HEALTH	
Member ID# 123456789012 Member, Joe Public Card Issuance Date: 12/01/11	
Primary Care Physician: Dr. Jane Q Public 285 Main Street suite 2859 Atlanta, GA 30303 Phone: (123) 123-1234 x 1234	Plan: Georgia Better Health Care After Hours: (123) 123-1234 x 1234

Verify Eligibility at www.mmis.georgia.gov		
If member is enrolled in a managed care plan, contact that plan for specific claim filing and prior authorization information. HP Enterprise Services Member: Box 105200 Provider: Box 105201 Tucker, GA 30085 Prior Authorization: 1455 Lincoln Parkway, Suite 300 Atlanta, GA 30346 Payor: For Non-Managed Care Members Customer Service: 1-800-766-4456 (Toll Free) SXC, Inc Rx BIN-001553 Rx PCN-GAM SXC Rx Prior Auth 1-866-525-5827 Mail Drug Claims to: SXC Health Solutions, Inc. P.O. Box 3214 Lisle, IL 60532-8214 Rx Provider Help Line 1-866-525-5826		
This card is for identification purposes only, and does not automatically guarantee eligibility for benefits and is non-transferable.		
HP 75		

Appendix B

Statement of Participation

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 and Rates

A. 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.		\$23.84 per 15-minute unit
LPN In Home Skilled Nursing Care	S9124	Nursing in the home by Licensed Practical Nurse, per hour.		\$15.85 per 15-minute unit
Personal Care Support	S9122	Home Health Aide or CNA, providing care in the home.		\$6.38 per 15-minute unit
Behavioral Health Aide	S9122	Behavioral Health Aide	U1	\$6.63 per 15-minute units

(Rev 07/2024)

Appendix D
Discharge/Transfer Notice for Georgia Pediatric Program (GAPP)

PROVIDER NAME: _____

PROVIDER NUMBER: _____

PROVIDER ADDRESS: _____

GAPP MEMBER NAME: _____

MEDICAID NUMBER: _____

STATUS: Discharge Transfer EFFECTIVE 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: _____

Appendix E

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

Section A– Identifying Information								
1. Applicant’s Name/Address: DFCS County: _____ Mailing Address: _____		2. Medicaid Number: _____		3. Social Security Number				
				4. Sex	4a. Age	4b. Birthdate		
		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 maybe 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)								
				1. ICD	2. ICD	3. ICD		
13. Diagnosis 1) _____ 2) _____ (Add attachment for additional diagnoses)								
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 ☐ PulseOx ☐ Vital signs > 2/day ☐ Therapy ☐ Oxygen ☐ Home Vent ☐ Trach ☐ NebulizerTx ☐ Suctioning ☐ Chest - PhysicalTx ☐ 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 I (5or >surgeries) ☐ Level II (<5surgeries) ☐ 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 (DMS-80)

PRIOR AUTHORIZATION REQUEST

FOR DMA USE ONLY

Include this number on all claim

PRIOR AUTHORIZATION NO

Forms _____

Alliant Health Solutions

P.O. Box 105329

Atlanta, GA. 30348

1. Member Name (last, First, Middle Initial)				2. Medicaid ID No.	
3. Birth date	4. Sex	5. Address	Nursing Home YES ☐ NO ☐		6. Telephone (Area Code/Number)
7. Prescribing Physician/ Practitioner Name and Address			10. Provider of Services(s) Name and Address		
8. Medicaid Provider Number		9. Telephone (Area Code/Number)		11. Medicaid Provider Number	
				12. Telephone (Area Code/Number)	
☐ HOME HEALTH ☐ PODIATRIST ☐ Optometrist ☐ PHYSICIAN ☐ Psychologist ☐ DME/OP ☐ ODDS ☐ PHARMACY					DEPT USE ONLY
13. Authorization Period From: _____ Through: _____			14. Description of Service(s) Required		
15. Rec. Type					16. City of Service
17. Primary Diagnosis Requiring Service(s)					18. 1CD9 CM
19. Justification and Circumstances for Required Service(s) (Use separate page if necessary)					

STATEMENT OF SERVICE(S)

LINE NO.	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 ☐ Approved ☐ Approved as Amended ☐ Denied ☐ Pending/Additional Information				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

Appendix G
Freedom Of Choice Program (Statement of Informed Consent)

It is the policy of the state of Georgia that services are delivered in the least 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 full 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-1
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

Appendix G-2

Freedom of Choice Form Instruction

A. Purpose

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

- i. Informed of any alternative available under the Georgia Pediatric Program (GAPP) and
- ii. 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.

Whoever 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.

B. Process

- i. Step (1) Provide an overview of services options, noting pros and cons related to each option; this includes inherent and potential risks, benefits, and stigmas.
 1. The content of the overview should make one reasonably familiar with service options.
 2. The presentation of information should be designed to match the member's and/or his/her representative's level of comprehension.
 3. Evidence of member/representative understanding of information should be evidenced in discussion of it.
- ii. 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.
- iii. 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.

- iv. 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

A. Definition

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.

i. How do I get NEMT services?

1. 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 6p.m.
2. 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 Southeastern 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.

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

1. 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	Verida (formerly Southeastrans) <i>Toll free</i> 1-866-388-9844 <i>Local</i> 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 (formerly Southeastrans) 404-209-4000 <i>Note: For Georgia Families 360°</i> 1-866-991-6701	Fulton, DeKalb, and Gwinnett
Central	ModivCare (formerly LogistiCare) <i>Toll free</i> 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 <i>Note: For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities</i> 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
Medical Necessity Statement
Admission/Continued Stay

MEMBER'S NAME: _____

MEMBER'S DOB: _____ MEMBER'S MCNUMBER: _____

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, support personal personnel notes (if applicable), and supervisory visit notes.

Skilled Nursing Hours Currently Receiving: _____ PSS Hours Currently Receiving: _____

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

Hours/Day _____ IEP _____

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

Services currently being provided: _____

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

Does member have private insurance: Yes _____ No _____

Are there 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.
(REV 4/2018)

Appendix I-1
Medical Necessity Statement Admission/Continued Stay

Behavioral Health Aide Services

MEMBER'S NAME: _____

MEMBER'S DOB: _____ MEMBER'S MCNUMBER: _____

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 behavior health notes, as well as supervisory visit notes. Hours requested for Behavioral Health Aide Services

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 _____

Does member have private insurance: Yes _____

No _____

Are there other GAPP members in the home: Yes _____

No _____

Provide names if yes: _____

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.
(REV 4/2018)

Appendix J
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:

A. I understand that:

- i. I have a choice of Medicaid GAPP providers.
- ii. 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.
- iii. My child may receive all Medicaid State Plan services that are deemed medically necessary including both skilled and personal support services.
- iv. 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.
- v. This GAPP program is designed to assist me on learning the care of my child’s medical condition.
- vi. The primary caregiver must be available and able to learn to participate in my child’s (the member’s) care.
- vii. Each member must have an attending physician or doctor of record who is involved in the initial and ongoing plan of care.
- viii. 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.
- ix. 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.
- x. 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,
- xi. 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.
- xii. 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.
- xiii. 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.
- xiv. 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

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-9 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.

Appendix L

Billing Manual

Refer to DCH's Part I Policies and Procedures for Medicaid PeachCare for Kids

Appendix M Georgia Families

A. 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.

B. 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
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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°.

C. 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)

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.

- i. The Department of Community Health has contracted with three CMOs to provide these services:
 - 1. Amerigroup Community Care
 - 2. CareSource
 - 3. 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.

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

i. 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

COE	DESCRIPTION
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

ii. 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

COE	DESCRIPTION
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

COE	DESCRIPTION
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

COE	DESCRIPTION
917	Disabled MAO
983	Aged Medically Needy
984	Blind Medically Needy
985	Disabled Medically Needy

E. 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

- i. 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.
- ii. 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.
- iii. 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.
- iv. 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.

- v. Billing the health plans for services provided:
For members who are in Georgia Families, you should file claims with the member's health plan.
- vi. 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.
- vii. Credentialing

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 are 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.

1. The CVO's one-source application process:

- a) Saves time
- b) Increases efficiency
- c) Eliminates duplication of data needed for multiple CMOs
- d) Shortens the time period for providers to receive credentialing and credentialing 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.

- viii. 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.

- ix. Billing the health plans for services provided:
For members who are in Georgia Families, you should file claims with the member's health plan.
- x. 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.
- xi. 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.
- xii. 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 <u>clean</u> claims that have been adjudicated. <u>Pharmacy:</u> 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.

1. 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.
---------	---	---

xiii. 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 24 th day of the month and are effective for the current month. PCP changes made after the 24 th day of the month are effective for the first of the following month.

F. 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_cvyY0ohqT2VXYod	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.

- i. 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	Ingenio Rx	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

- ii. 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.

1. 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

- iii. 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.

- iv. 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.

- v. 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 N

How to Attach Documentation to Requests

A. 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:

- i. Hospital Outpatient Therapy
- ii. Medications PA (Physician and Facility)
- iii. Radiology PA (Physician and Facility) Additional Psychiatric/Psychological Services
- iv. Additional Office Visits
- v. 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.

B. Attachment Guidelines

- i. 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.
- ii. In order to attach a document to a request, the document must be saved to one of the provider's system drives.
- iii. The following file types are acceptable for attachments: TXT, DOC, DOCX, PDF, TIF, TIFF, JPG, JPEG, and JPE.
- iv. The following symbols should not be included in the file name: \, /, #, <, >, ', ".
- v. The name of the file to be attached cannot have the same name of a file that is already attached.
- vi. 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.
- vii. 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.

C. Attachment Instructions

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

- i. Previously Submitted Request:
 - 1. 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.

2. Click Attach Documentation to Existing Requests.
3. 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.
4. If the PA request meets attachment criteria, the Attach File link will be available.



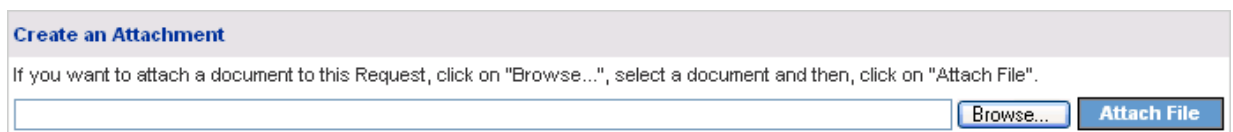
The screenshot displays a web interface for a medical review request. It features two main tables: 'Diagnosis' and 'Procedures'. The 'Diagnosis' table has columns for ICD-9 Code, ICD-9 Description, ICD-9 Date, and Primary. It lists two entries: '770.81 PRIMARY APNEA OF NEWBORN' dated '07/27/2010' marked as 'Yes', and '530.81 ESOPHAGEAL REFLUX' dated '07/27/2010' marked as 'No'. The 'Procedures' table has columns for CPT Code, CPT Description, From Date, To Date, Units, Approved Units, Approved Amount, Decision, and Reason. It lists one entry: 'E0619 APNEA MONITOR W/REORDER' from '08/01/2010' to '12/31/2010' for '5' units, with a 'Pending' decision. Below the tables are several action buttons: 'Edit Request', 'Withdraw Request', 'Attach File' (highlighted in green), 'Return To Search Results', and 'Return to Provider Workspace'.

Diagnosis			
ICD-9 Code	ICD-9 Description	ICD-9 Date	Primary
770.81	PRIMARY APNEA OF NEWBORN	07/27/2010	Yes
530.81	ESOPHAGEAL REFLUX	07/27/2010	No

Procedures								
CPT Code	CPT Description	From Date	To Date	Units	Approved Units	Approved Amount	Decision	Reason
E0619	APNEA MONITOR W/REORDER	08/01/2010	12/31/2010	5			Pending	

Buttons: Edit Request, Withdraw Request, **Attach File**, Return To Search Results, Return to Provider Workspace

5. Click attach file, and on the page that displays, go to the Create an Attachment section.
- ii. New PA Submission:
 1. Log into Georgia Web Portal. On the Secure Home page, click the Prior Authorization link; and then select Submit/View from the drop list.
 2. Complete the PA request and click Submit Request.
 3. On the page that displays after clicking Submit request, go to the Create an Attachment section.
 - iii. Under Create an Attachment, click Browse to open the file directory.



The screenshot shows the 'Create an Attachment' section of the web portal. It includes a header 'Create an Attachment' and a sub-header 'Create an Attachment'. Below the header, there is a text instruction: 'If you want to attach a document to this Request, click on "Browse..." , select a document and then, click on "Attach File".' Below the instruction, there is a text input field and two buttons: 'Browse...' and 'Attach File'.

Create an Attachment

If you want to attach a document to this Request, click on "Browse..." , select a document and then, click on "Attach File".

Figure 2 Create an Attachment

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

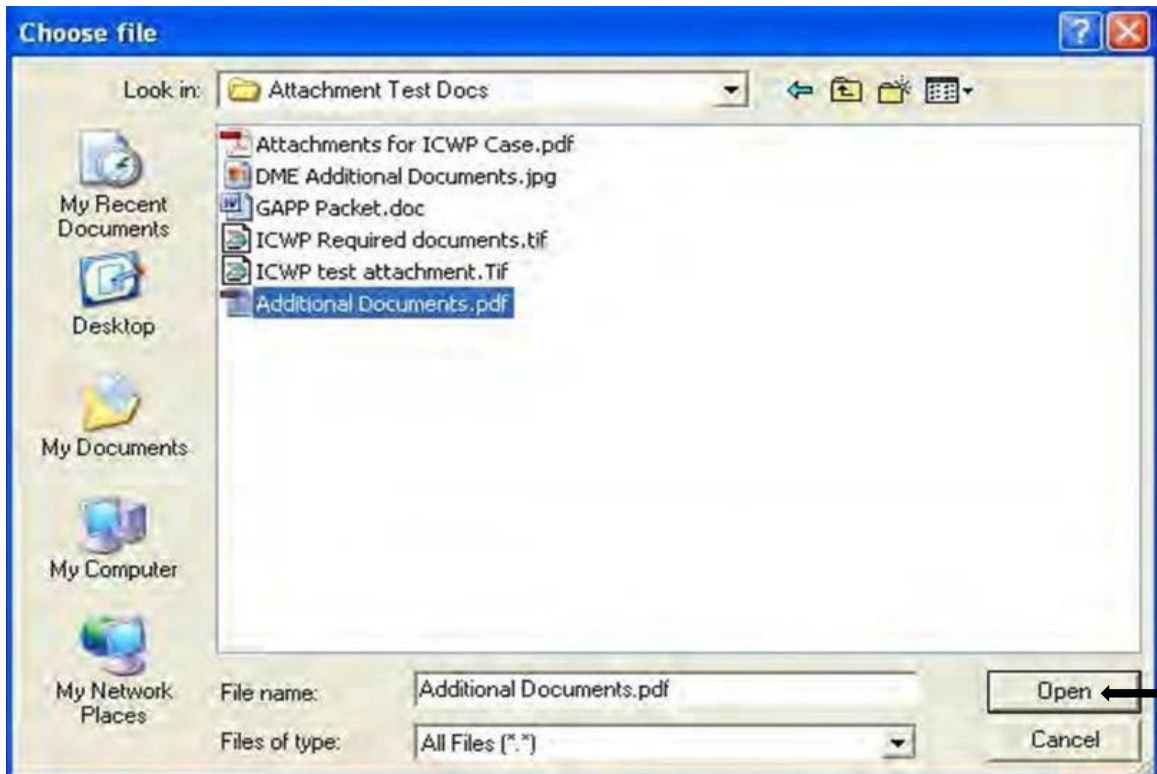


Figure 3 Find File

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

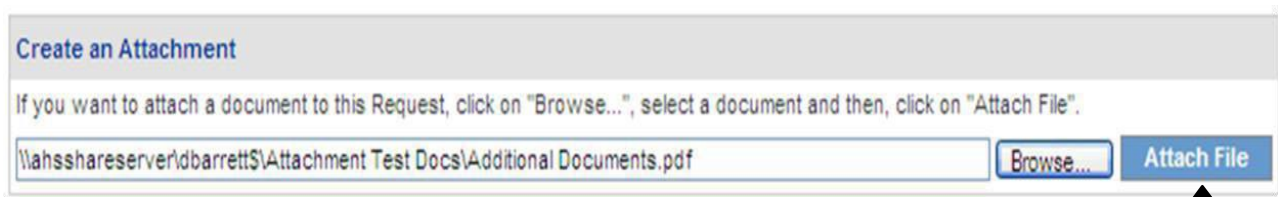
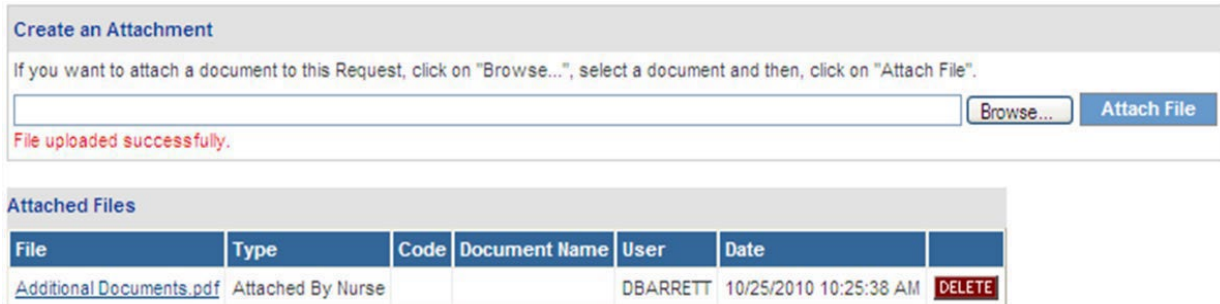


Figure 4 Attach File

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



Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

File uploaded successfully.

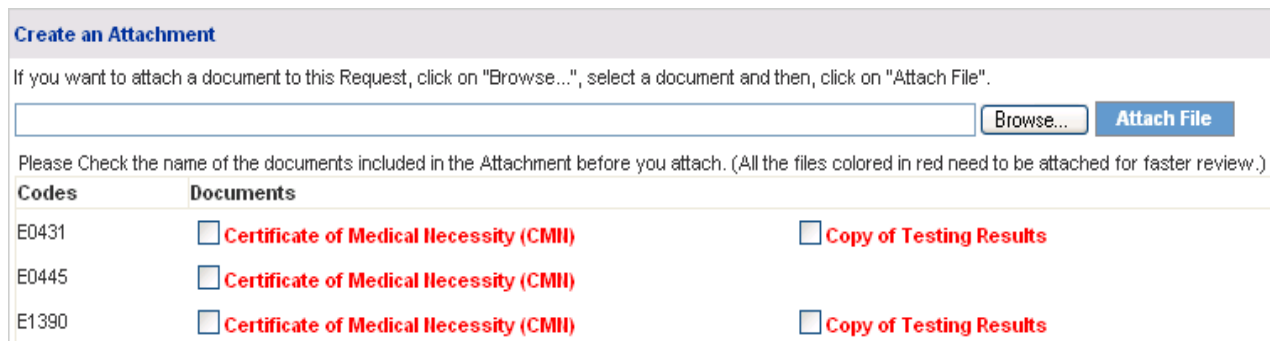
Attached Files

File	Type	Code	Document Name	User	Date	
Additional Documents.pdf	Attached By Nurse			DBARRETT	10/25/2010 10:25:38 AM	DELETE

Figure 5 Files Attached

- vii. 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:
1. Durable Medical Equipment (DME) (depends on procedure codes requested)
 2. Children's Interventions Services (CIS)
 3. Georgia Pediatric Program (GAPP)
 4. Independent Care Waiver Program (ICWP)

Refer to the figure below for examples of the checkboxes for these PA types.



Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Codes	Documents
E0431	☐ Certificate of Medical Necessity (CMN) ☐ Copy of Testing Results
E0445	☐ Certificate of Medical Necessity (CMN) ☐ Copy of Testing Results
E1390	☐ Certificate of Medical Necessity (CMN) ☐ Copy of Testing Results

Figure 6 DME Checkboxes for Oxygen Codes

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Codes	Documents
ATTESTATION	☐ Attestation Form
IEP	☐ IEP
IFSP	☐ IFSP
LMN	☐ Letter of Medical Necessity
PROGRESS NOTE	☐ Current Progress Notes
STANDARD TEST	☐ Standardized testing

Figure 7 CIS Checkboxes

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Codes	Documents
ADDRESS STATUS FORM	☐ Address Status Form
CARE PATH	☐ Care Path (10- 12 pages)
EQUIP/SUPP PER MONTH	☐ Equipment list/supplies required per month – Appendix H2
ICWP FIN SUM	☐ ICWP Financial Summary – Appendix H3
NARRATIVE SUM	☐ Narrative Summary
NEW PAF FORM	☐ New PAF form
REFERENCE SHEET	☐ Reference Sheet- Appendix H5
VARIANCE TOOL	☐ Variance Tool

Figure 8 ICWP Checkboxes

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Type of Review	Documents
INITIAL	☐ Letter of Medical Necessity ☐ Medical Plan of Treatment (MD-POT) ☐ IFSP or IEP ☐ Care Plan ☐ GAPP Assessment Form (Appendix K) ☐ Insurance Information

Figure 9 GAPP Initial Request Checkboxes

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Type of Review	Documents
RENEWAL	☐ Letter of Medical Necessity ☐ IFSP or IEP ☐ Summary Report ☐ Care Plan ☐ Insurance Information ☐ Nurses Notes ☐ GAPP Assessment

Figure 10 GAPP Renewal Checkboxes

- viii. 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.
- ix. One Attachment for all Checkboxes:
 - 1. If one file is to be attached and that file includes all the required information, click all the checkboxes, and then attach the OneFile.

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Type of Review	Documents
RENEWAL	☒ Letter of Medical Necessity
	☒ Care Plan
	☒ GAPP Assessment
	☒ IFSP or IEP
	☒ Insurance Information
	☒ Summary Report
	☒ Nurses Notes

File 11 Select All Checkboxes

- 2. 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.

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Type of Review	Documents
RENEWAL	☐ Letter of Medical Necessity
	☐ Care Plan
	☐ GAPP Assessment
	☐ IFSP or IEP
	☐ Insurance Information
	☐ Summary Report
	☐ Nurses Notes

Attached Files

File	Type	ReviewType	Document Name	User	Date	
GAPP Packet.doc	Attached By Nurse	RENEWAL	Letter of Medical Necessity	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	Care Plan	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	GAPP Assessment	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	Nurses Notes	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	Insurance Information	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	Summary Report	DBARRETT	10/25/2010 1:09:35 PM	DELETE
GAPP Packet.doc	Attached By Nurse	RENEWAL	IFSP or IEP	DBARRETT	10/25/2010 1:09:35 PM	DELETE

Figure 12 One File for All Checkboxes

- x. Multiple Attachments:

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

Figure 13 Select Checkboxes

File	Type	Code	Document Name	User	Date	
Additional Documents.pdf	Attached By Nurse	ATTESTATION	Attestation Form	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	IEP	IEP	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	LMN	Letter of Medical Necessity	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	PROGRESS NOTE	Current Progress Notes	DBARRETT	10/25/2010 1:14:18 PM	DELETE

IEP	☒ IEP
IFSP	☐ IFSP
LMN	☒ Letter of Medical Necessity
PROGRESS NOTE	☒ Current Progress Notes
STANDARD TEST	☐ Standardized testing

Figure 14 First File Attached

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

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Codes	Documents
ATTESTATION	☐ Attestation Form
IEP	☐ IEP
IFSP	☐ IFSP
LMN	☐ Letter of Medical Necessity
PROGRESS NOTE	☐ Current Progress Notes
STANDARD TEST	☒ Standardized testing

Figure 15 Attach a Different File

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

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

Codes	Documents
ATTESTATION	☐ Attestation Form
IEP	☐ IEP
IFSP	☐ IFSP
LMN	☐ Letter of Medical Necessity
PROGRESS NOTE	☐ Current Progress Notes
STANDARD TEST	☐ Standardized testing

Attached Files

File	Type	Code	Document Name	User	Date	
Additional Documents.pdf	Attached By Nurse	ATTESTATION	Attestation Form	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	IEP	IEP	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	LMN	Letter of Medical Necessity	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Additional Documents.pdf	Attached By Nurse	PROGRESS NOTE	Current Progress Notes	DBARRETT	10/25/2010 1:14:18 PM	DELETE
Standardized Testing.doc	Attached By Nurse	STANDARD TEST	Standardized testing	DBARRETT	10/25/2010 1:17:40 PM	DELETE

Figure 16 Checkbox in Red Font

Appendix O
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 U
- _____ Letter of Understanding (yearly)
- _____ Freedom of Choice Form (yearly)
- _____ Current IEP (if there is one)
- _____ Attestation for Transfers and Shared Hours-Appendix(V)
- _____ Caregiver Skills Checklist Teaching Plan for Skilled Nursing
- _____ 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)
- _____ Seizure Logs (if requesting hours for seizure activity)
- _____ Physician Office Visit Notes
- _____ 60 Day Summary
- _____ Nursing Care Plan
- _____ Supervisory Visit Notes

Name of Nursing Agency: _____

Nursing Agency Representative: _____

Date of Complete Packet: _____ Admission: _____

GAPP Admission/Continued Stay for Behavioral Health Aide

Checklist

NOTE: THIS DOCUMENT MUST BE SUBMITTED WITH ALL BEHAVIORAL HEALTH AIDE REQUESTS

Member's Name: _____

Member's DOB: _____

Is this member currently enrolled in school? Y / N

If yes, please include the member's school schedule in the box below labeled Schedule of Other Services.

If no, please provide a rationale as to why the member is not enrolled in school: _____

Other services this member receives: ABA / Speech Therapy / OT / None

<u>Schedule of Other Services</u>		
Service	Date/Time	Location of Service
(Example) ABA	Mon-Fri 8:00am-3:00pm	Clinic

<u>Schedule of Behavior Support Services</u>	
Date/Time	Location of Service
(Example) Mon-Fri 8:00am-3:00pm	Clinic

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

_____ Psychological Diagnostic Evaluation
 _____ Behavior Intervention Plan (**Review Appendix X for behavior plan requirements**)
 _____ Monthly Fidelity Checks
 _____ Letter of Medical Necessity/Referral/Rx

BCBA Signature _____

Date _____

Appendix P
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 Event 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 Q

List of Medicaid Approved GAPP Providers

<u>GAPP Providers for In-Home Nursing</u>	<u>Counties Served</u>
Ageless Homecare Services 10475 Medlock Bridge Road Unit 310 A-2 Johns Creek, Georgia 30097 Phone: (404) 348-0153	Fulton, Gwinnett, Forsyth, Hall, Cobb, Clayton, Fayette, DeKalb, Douglas, Walton
Horizon Care Partners 1592 Harlequin Way Stockbridge, Georgia 30281 Phone: (404) 503-3119	DeKalb, Gwinnett, Henry, Fulton, Coweta, Morgan, Spaulding, Rockdale, Walton, Newton
Express Home Care 115 College Street, Suite D Macon, Georgia 31201 Phone: (478) 318-7758	Call Provider for Coverage Area
One Love Healthcare Services 1123 Lanier Springs Drive Buford, Georgia 30518 Phone: (347) 461-0823	Call Provider for Coverage Area
Thrive Health Group 9779 Rabun Way Jonesboro, Georgia 30238 Phone: (678) 641-8426	Call Provider for Coverage Area
Trusted Private Care 2700 Claridge Court Atlanta, Georgia 30360 Phone: (404) 890-0805	Call Provider for Coverage Area
Unity Health Care 3855 Holcomb Bridge Road, Suite 200 Peachtree Corners, Georgia 30092 Phone: (404) 451-4863	Call Provider for Coverage Area
AAJO Healthcare 3602 Sumit Oaks Drive Roswell, Georgia 30075 Phone: (703) 434-0235	Cobb, Cherokee, Clayton, Gwinnett, DeKalb, Fulton, Paulding, Douglas, Forsyth, Bartow
Homelogic Healthcare 3805 Baxley Lane Suwanee, Georgia 30024 Phone: (470) 485-1690	Call Provider for Coverage Area
Kopp Healthcare Services	Call Provider for Coverage Area

3455 Peachtree Road, NE
Atlanta, Georgia 30326
Phone: (404) 587-5077

Family Choice Healthcare
510 Tullamore Way
Milton, Georgia 30004
Phone: (678) 200-8996

Rosemond Health Allies
2899 Toney Drive
Decatur, Georgia 30032
Phone: (678) 825-5748

Meridian Medihealth
2001 MLK Jr. Drive, SW Suite 406
Atlanta, Georgia 30310
Phone: (301) 928-8496

Commonwealth Private Care
1577 Pinebreeze Drive
Marietta, Georgia 30062
Phone: (678) 223-3116

At My Place, My Home
483 Glenns Farms Lane
Grayson, Georgia 30017
Phone: (470) 848-2982

Seek2Find Home Care Services
132 Stanley Court, Suite N
Lawrenceville, Georgia 30046
Phone: (678) 835-8795

Garden Hills Community Living
1622 Great Shoals Drive
Lawrenceville, Georgia 30045
Phone: (678) 480-2204

Mending Homes Care Services
12 Watermist Loop
Dallas, Georgia 30132
Phone: (678) 631-8121

Clark's Care Solutions
1057 Ga. 199 South
East Dublin, Georgia 31027
Phone: (832) 602-7688

Call Provider for Coverage Area

Gwinnett, Forsyth, Fayette, Douglas,
Cherokee, Henry, Clayton, Cobb,
DeKalb, Fulton

Call Provider for Coverage Area

Call Provider for Coverage Area

Cobb, Fulton, DeKalb, Gwinnett, Cherokee,
Clayton, Henry, Forsyth, Barrow, Rockdale

DeKalb, Hall, Clarke, Clayton, Fulton,
Cobb, Henry, Gwinnett

Gwinnett, DeKalb, Newton, Fulton

Paulding, Cobb, Cherokee, Gwinnett,
Fulton, Bartow, Douglas, Forsyth, Haralson,
Polk

Call Provider for Coverage Area

Miryam Loving Care
4370 Satellite Blvd. Apt. 1213
Duluth, Georgia 30096
Phone: (678) 900-2810

Call Provider for Coverage Area

Grace Pediatric Home Care
6470 East Johns Crossing, Suite 160
Johns Creek, Georgia 30097

Gwinnett, DeKalb, Fulton, Cobb,
Rockdale, Forsyth, Walton, Cherokee,
Bartow, Hall

Reaching Clarity Homecare
5536 Old National Highway, Suite 200A
College Park, Georgia 30349
Phone: (678) 346-8443

Call Provider for Coverage Area

Anderson Assist Home Care
1031 Robert Smalls Way, NW
Atlanta, Georgia 30318
Phone: (470) 831-5882

Fulton, DeKalb, Carroll, Forsyth

Live Well Home Care
4135 Laynewood Circle
Tucker, Georgia 30084
Phone: 770) 630-9366

DeKalb, Forsyth, Cherokee, Rockdale,
Henry, Clayton, Cobb, Fulton, Gwinnett,
Hall

Just Peachy Homecare
550 Fairburn Road, SW, Suite B1
Atlanta, Georgia 30031
Phone: (404) 905-5335

Call Provider for Coverage Area

Macksimum Alliance
3114 Augusta Tech Drive
Augusta, Georgia 30906
Phone: (706) 394-7771F

Call Provider for Coverage Area

Yaraab Home Care Services
630 Moon Road
Lawrenceville, Georgia 30046
Phone: (678) 896-2701

Call Provider for Coverage Area

Your Village Healthcare
1218 Deerwood Circle
Stapleton, Georgia 30823
Phone: (404) 453-3311

Johnson, Burke, Laurens, Richmond, Emanuel,
Glascok, Hancock, Warren, Washington,
Jefferson

Paradise of Joy Homecare
1212 Highway 84
Cairo, Georgia 39828
Phone: (229) 397-0380

Call Provider for Coverage Area

Passion for People Homecare
1970 Main Street East, Suite B
Snellville, Georgia 30078
Phone: (770) 899-2551

Jem and Gecon
105 Kiveton Park Drive
Roswell, Georgia 30075
Phone: (770) 235-2468

A Mothers Love Healthcare
2055 Gees Mill Road
Conyers, Georgia 30013
Phone: (347) 256-2327

True Voice Homecare
500 Heritage Club Circle
Dallas, Georgia 30132
Phone: (404) 384-0507

A Home for Care
4045 Bradford Walk Trail
Buford, Georgia 30519
Phone: (470) 655-1984

Friends2Family Homecare
1570 Wynridge Point
Alpharetta, Georgia 30005
Phone: (678) 593-5019

Global Private Home Care
400 Galleria Parkway, Suite 1500
Atlanta, Georgia 30339
Phone: (678) 385-5920

STAT Homecare
3806 Wood Hollow Way
Snellville, Georgia 30039
Phone: (470) 902-8400

Gracie Homecare
2745 Sudbury Trace
Norcross, Georgia 30071
Phone: (770) 309-4660

Shinesun Provider Placement Services
260 Peachtree Street, NW, Suite 2200
Atlanta, Georgia 30303
Phone: (404) 919-8096

Gwinnett, DeKalb, Henry, Fulton, Cobb,
Rockdale Clayton, Barrow

Forsyth, Gwinnett, Fayette, Douglas,
DeKalb, Cobb, Clayton, Cherokee,
Spalding, Fulton

Rockdale, Clayton, Douglas, Forsyth,
Fayette, Gwinnett, Henry, Cobb, Fulton,
DeKalb

Gwinnett, Bartow, Fayette, Clayton,
Haralson, Douglas, Polk, Henry, Cobb,
Paulding

Douglas, Newton, Henry, Gwinnett,
Fulton, Cobb, Fayette

Fulton, Douglas, DeKalb, Forsyth, Gwinnett,
Henry, Cherokee, Cobb, Clayton, Fayette

Call Provider for Coverage Area

Call Provider for Coverage Area

Call Provider for Coverage Area

Cherokee, Douglas, Henry, Rockdale
Clayton, Cobb, Gwinnett, DeKalb, Fulton

Nicely Health Services
1599 School House Run
Dacula, Georgia 30019
Phone: (470) 920-7713

Call Provider for Coverage Area

Chapman and Friends
2000 Monroe Place, NE Unit 7401
Atlanta, Georgia 30324
Phone: (470) 377-2907

Douglas, Cherokee, Fulton, Clayton, Henry,
Gwinnett, DeKalb, Cobb, Rockdale,
Paulding, Fayette

True Hope Healthcare Services
24 Wadley Street NW
Atlanta, Georgia 30314
Phone: (404) 579-9311

Call Provider for Coverage Area

M and A Home Care
127 Jonesboro Road
Jonesboro, Georgia 30236
Phone: (301) 792-4426

Call Provider for Coverage Area

Green Emerald Home Healthcare
2047 Gees Mill Road, NE
Conyers, Georgia 30013
Phone: (404) 759-7213

Call Provider for Coverage Area

Ambitious Caregivers Home Care
1755 North Brown Road
Lawrenceville, Georgia 30043
Phone: (470) 545-0385

Call Provider for Coverage Area

Peace of Mind Private Care
3590 Carriage Way
Atlanta, Georgia 30344
Phone: (404) 202-8999

Call Provider for Coverage Area

Tender Caring Home Services
10 Glenlake Parkway Suite 130
Sandy Springs, Georgia 30328
Phone: (470) 351-7660

Call Provider for Coverage Area

Alpha Comfort Care
10 Glenlake Parkway, Suite 130
Sandy Springs, Georgia 30328
Phone: (929) 884-5613

Gwinnett, Cobb, Fulton, DeKalb, Clayton,
Douglas, Fayette, Forsyth, Henry, Paulding,
Spalding, Hall

Grace Eboh Home Care
150 Sessions Drive
Macon, Georgia 30101
Phone: (478) 363-2637

Bleckley, Baldwin, Bibb, Crawford, Houston,
Jones, Monroe, Peach, Pulaski, Wilkinson

Great Healthcare Services

Rockdale, Clayton, DeKalb, Douglas, Cherokee,

756 West Peachtree St. NW, 4th Floor
Atlanta, Georgia 30308
Phone: (443) 423-9579

Presidential Home Care
12992 Dartmore Circle
Alpharetta, Georgia 30005
Phone: (770) 769-1586

Nobility Home Care Services
4421 Mortons Way
Ellenwood, Georgia 30294
Phone: (470)730-4072/(678) 365-6268

Serene Balance of Life
206 Arbor Creek Trail
Dallas, Georgia 30157
Phone: (404) 507-6779

JD Healthcare Services
316 Megan Drive
Hampton, Georgia 30228
Phone: (470) 526-5606

Health First Home Care
820 Pavilion Court, Suite C
McDonough, Georgia 30253
Phone: (678) 249-9395

Olbot Health Care Services
5574 North Henry Boulevard
Stockbridge, Georgia 30281
Phone: (678) 455-4484

First Choice Homecare Agency
303 Perimeter Center North, Suite 300
Atlanta, Georgia 30346
Phone: (917) 439-7378

Reach Angels Agency
1995 North Park Place, Suite 518
Atlanta, Georgia 30339
Phone: (770) 462-5415

IProvide Home Care Solutions
3675 Crestwood Parkway
Duluth, Georgia 30096
Phone: (469) 363-5090
Lois Comfort Home Care
6470 East Johns Creek Crossing
Johns Creek, Georgia 30097

Cobb, Gwinnett, Fulton

Cherokee, Clayton, Cobb, DeKalb, Fayette, Forsyth,
Fulton, Gwinnett, Hall, Henry

Douglas, Fayette, Newton, Rockdale,
Fulton, Henry, Gwinnett, DeKalb, Cobb,
Clayton

Cobb, Fulton, Clayton, Paulding,
Douglas, Cherokee, Bartow, Coweta

Lamar, Coweta, Fulton, Spalding, Rockdale,
Fayette, Clayton, DeKalb, Henry, Newton

Clayton, Fulton, Newton, Rockdale, DeKalb,
Butts, Spalding, Fayette, Coweta, Henry

Call Provider for Coverage Area

Cobb, DeKalb, Fulton

DeKalb, Cobb, Fulton, Clayton, Paulding,
Douglas, Gwinnett, Henry, Cherokee

Call Provider for Coverage Area

Call Provider for Coverage Area

Phone: (470) 685-1034

Amenity Nursing Care and Companion Svs.
4605 Chestnut Oak Street
Loganville, Georgia 30052
Phone: (678) 365-6358

Capstone Quality Care
1580 New Orleans Way
McDonough, Georgia 30252
Phone: (770) 370-7272

American Hearts & Home
277 Lakeview Lane
Hiram, Georgia 30141
Phone: (470) 305-1490

RJN Oasis Homecare Services
366 Powder Springs Street, Suite 212
Marietta, Georgia 30064
Phone: (678) 539-9486

Passion4Purpose
1700 Neighborhood Walk
McDonough, Georgia 30252
Phone: (678) 689-5587

Nurse Pro Staffing
4920 North Henry Boulevard
Stockbridge, Georgia 30231
Phone: (770) 288-3372

Flying Hearts In Home Care
416 Tavistock Court
McDonough, Georgia 30252
Phone: (404) 988-4217

Mutual Care
5353 North Henry Blvd.
Stockbridge, Georgia 30281
Phone: (404) 282-8878

iCare Healthcare
4112 Bella View Drive
Snellville, Georgia 30039
Phone: (213) 840-7409

Treasures on Earth
3461 Lantern View Lane
Scottsdale, Georgia 30079
Phone: (470) 845-8247

Bartow, Cherokee, Cobb, Clarke, Clayton,
Coweta, DeKalb, Douglas, Fayette,
Forsyth, Fulton, Gwinnett, Hall, Henry,
Oconee, Rockdale, Walton

Henry, Fayette, Clayton, Rockdale, Fulton,
Monroe, Spalding, Newton, DeKalb, Gwinnett,
Hall, Cherokee, Bibb, Clarke, Cobb, Butts,
Coweta, Forsyth, Oconee, Carroll

Call Provider for Coverage Area

Cobb, Cherokee, Fulton, Gwinnett,
Paulding

Call Provider for Coverage Area

Call Provider for Coverage Area

Call Provider for Coverage Area

Clayton, Cobb, DeKalb, Douglas, Fayette,
Fulton, Gwinnett, Henry, Newton, Rockdale

Gwinnett, Barrow, Forsyth, DeKalb, Fulton,
Hall, Clayton, Cobb, Cherokee

Call Provider for Coverage Area

LoveisKind
7475 Old Chapel
College Park, Georgia 30349
Phone: (404) 368-6477

Fidelis Healthcare Professionals
12461 Veterans Memorial Highway
Douglasville, Georgia 30134
Phone: (770) 722-3024

Go Forth Staffing
503 Burkleigh Trails Drive
Hiram, Georgia 30141
Phone: (770) 374-9616

Sensitive Home Care Agency
2225 Morning Dew
Conyers, Georgia 30094
Phone: (404) 429-0631

Heavenly Hands Home Care
5011 Kendal Station, NW
Acworth, Georgia 30102
Phone: (401) 485-0045

Treasure Healthcare Services
2210 Wynnton Road
Columbus, Georgia 31906
Phone: (706) 940-3826

Omni Home Care
200 Pepperdine Way
Fayetteville, Georgia 30214
Phone: (404) 407-5326

Healthcare Finders
8455 Georgia 85, Bldg 200, Suite E
Riverdale, Georgia 30274
Phone: (912) 596-9918

Solvent Solutions
1211 Vinings Forest Lane
Smyrna, Georgia 30080
Phone: (678) 278-5268

Virtue Care Services
200 Lotus, Circle
McDonough, Georgia 30252
Phone: (678) 724-0066

Fulton, Henry, Gwinnett, Fayette,
Douglas, Clayton, Cobb

Call Provider for Coverage Area

Fayette, Paulding, Carroll, Gwinnett, Henry,
Douglas, DeKalb, Clayton, Cobb, Fulton

Rockdale, Fulton, DeKalb, Henry, Newton,
Clarke, Gwinnett, Clayton, Cobb, Coweta

Call Provider for Coverage Area

Wilkinson, Peach, Houston, Macon, Bibb,
Hancock, Muscogee, Baldwin, Putnam

Henry, Clayton, Fayette, Fulton, Coweta,
Cobb, Butts, Carroll, Douglas, Spaulding,
DeKalb, Lamar, Newton, Gwinnett, Rockdale

DeKalb, Gwinnett, Henry, Fayette, Newton,
Douglas, Coweta, Rockdale, Clayton, Fulton

Fulton, DeKalb, Douglas, Cobb, Gwinnett,
Paulding, Carroll, Cherokee, Fayette, Henry

Fayette, Spalding, Newton, Clayton, Fulton,
Rockdale, DeKalb, Gwinnett, Henry, Cobb

Restorative Custom Healthcare
2808 Lost Lakes Way
Powder Springs, Georgia 30127
Phone: (470) 336-4055

Kay Tender Care
178 Glen Eagle Way
McDonough, Georgia 30253
Phone: (561) 317-0764

SOFA
339 Adams Farm Lane
Lawrenceville, Georgia 30045
Phone: (678) 607-6049

King Home Care
302 Ermines Way
McDonough, Georgia 30253
Phone: (404) 850-6548

Carter's Loving Home Care
10704 Egmont Road
Savannah, Georgia 31406
Phone: (912) 996-4414

Next Care Health Services
205 Duluth Parkway SW
Marietta, Georgia 30008
Phone: (404) 820-9690

EPIC Medical Services
122 North McDonough Street
Jonesboro, Georgia 30236
Phone: (678) 271-2255

Bethel Private Home Care
5183 Brown Leaf Way
Powder Springs, Georgia 30127
Phone: (770) 912-8105

Complete Care Services
1125 Dawson Road
Albany, Georgia 31707
Phone: (229) 894-7877

Haven of Hope
654 Gibbs Road South
Grovetown, Georgia 30813
Phone: (706) 830-1314

With Love Health Care

Forsyth, Hall, Carroll, Fayette, Fulton, Henry,
DeKalb, Cherokee, Gwinnett, Cobb

Coweta, Newton, Fulton, Butts, DeKalb,
Rockdale, Fayette, Spalding, Clayton,
Henry

Fulton, Cobb, Gwinnett, DeKalb, Henry,
Douglas, Rockdale, Fayette, Clayton,
Barrow

Butts, Clayton, DeKalb, Fayette, Fulton,
Henry, Lamar, Newton, Rockdale, Spaulding

Chatham, Effingham

Call Provider for Coverage Area

Clayton, Fayette, Fulton, Henry, DeKalb,
Spaulding, Cobb, Coweta, Douglas, Rockdale

Paulding, Henry, Rockdale, Hall, DeKalb,
Floyd, Cherokee, Gwinnett, Fulton

Dougherty, Lee, Terrell, Mitchell, Worth,
Baker, Sumter, Randolph, Colquitt, Crisp

Burke, Columbia, Glascock, Jefferson, Lincoln,
McDuffie, Richmond

Coweta, Fayette, Hall, Clayton, Gwinnett,

1620 Townview Lane
Cumming, Georgia 30041
Phone: (678) 630-9315

Carestar Healthcare
3269 North Henry Boulevard
Stockbridge, Georgia 30281
Phone: (470) 854-8879

Gail's Homecare
3370 Turner Hill Road
Lithonia, Georgia 30038
Phone: (770) 538-1737

Zongle Health
2488 Brook Park Trail
Snellville, Georgia 30078
Phone: (470) 805-9225

Heart and Soul Healthcare
1372 Peachtree Street, NE
Atlanta, Georgia 30309
Phone: (678) 644-0337

Charin Health Services
1555 Oakdale Bluffs Dr. SE
Mableton, Georgia 30126
Phone: (770) 353-9986

Georgia Healthcare Alternative
1500 Somerset Vale Court
Lawrenceville, Georgia 30044
Phone: (470) 856-2610

Allegiance Home Care
7681 Belmont Court
Douglasville, Georgia 30135
Phone: (404) 991-4515

Unite Healthcare Services
2629 Bluestone Drive
Atlanta, Georgia 30331
Phone: (470) 603-0296

Our Best Healthcare Services
4170 Bonnett Creek Lane
Hoschton, Georgia 30548
Phone: (470) 781-8062

NStar Healthcare Services
132 Stanley Court, Suite G

DeKalb, Fulton, Forsyth, Cobb, Cherokee

Henry, Fulton, DeKalb, Douglas, Rockdale,
Gwinnett, Bibb, Cobb, Forsyth

Call Provider for Coverage Area

Hall, Gwinnett, Fulton, DeKalb, Cobb,
Clayton

Fulton, DeKalb, Cobb, Clayton, Henry,
Gwinnett, Fayette, Douglas, Forsyth,
Rockdale

Clayton, DeKalb, Cobb, Fulton, Gwinnett,
Henry, Fayette, Rockdale, Paulding, Douglas

Call Provider for Coverage area

Call Provider for Coverage Area

Fulton, Cobb, Douglas, DeKalb,
Clayton, Gwinnett, Paulding, Carroll,
Forsyth

DeKalb, Fulton, Walton, Forsyth, Barrow,
Jackson, Hall, Gwinnett

Clayton, Cobb, DeKalb, Fulton, Gwinnett,
Rockdale, Forsyth, Hall, Barrow, Walton

Lawrenceville, Georgia 30046
Phone: (470)967-5867

VIDMA Care Mission
3045 Whittier Way
Cumming, Georgia 30040
Phone: (404) 551-0549

Peoples Healthcare
1700 Northside Drive, Bldg. A7 – Suite 1656
Atlanta, Georgia 30318
Phone: (404) 369-4432

Better Beginnings Health Care Services
3340 Peachtree Road, NE, Suite 1010
Atlanta, Georgia 30326
Phone: (678) 712-4236

Love and Caring Home Care
430 Highland Lake View
Atlanta, Georgia 30349
Phone: (248) 830-0416

Omari's House
205 Lakeridge Court
Covington, Georgia 30016
Phone: (404) 578-8990

Comfort Care Experts
718 Cityscape Plaza, NE
Atlanta, Georgia 30308
Phone: (470) 710-6044

Murphy Healthcare Professionals
2727 Paces Ferry Road, Suite 750
Atlanta, Georgia 30339
Phone: (678) 979-7069

Domi Healthcare Services
903 Pavillion Court, Suite K
McDonough, Georgia 30253
Phone: (917) 816-1698

Safe At Home Private Care
1390 Sugar Glen Court
Lawrenceville, Georgia 30044
Phone: (678) 793-7078

New Hope Healthcare
393 Creek Manor Way
Suwanee, Georgia 30024

Dawson, Cobb, White, Hall, Gwinnett,
Fulton, Cherokee, DeKalb, Forsyth, Clayton,
Douglas, Fayette, Rockdale, Henry, Lumpkin,
Banks, Habersham, Franklin, Jackson

Fulton, DeKalb, Douglas, Cobb, Gwinnett

Clarke, Clayton, Cobb, Coweta, DeKalb,
Fayette, Fulton, Forsyth, Gwinnett, Hall

Call Provider for Coverage Area

Clarke, Forsyth, Cherokee, Rockdale, Newton,
Fulton, Henry, Cobb, DeKalb, Gwinnett

Call Provider for Coverage Area

Paulding, Clayton, Douglas, Rockdale,
DeKalb, Forsyth, Fayette, Fulton, Cobb,
Gwinnett

Clayton, DeKalb, Rockdale, Fayette,
Newton, Fulton, Spaulding, Butts, Gwinnett

Henry, Hall, Gwinnett, Fulton, Forsyth,
Rockdale, Cherokee, Clayton, Cobb,
DeKalb

Barrow, Cherokee, Douglas, Henry, Coweta,
DeKalb, Clayton, Cobb, Fulton, Gwinnett

Phone: (770) 417-4088

Alpha-Ohms Healthcare
5409 The Vyne Avenue
Atlanta, Georgia 30349
Phone: (404) 655-9155

Quality Care and Love
260 Winter Park Lane
Powder Springs, Georgia 30127
Phone: (678) 561-0645

Admirable Healthcare
255 Racetrack Road, Suite 6
McDonough, Georgia 30252
Phone: (678) 471-0897

CQA Care
1720 Mars Hill Road, Suite 124-407
Acworth, Georgia 30101
Phone: (404) 219-2302

Royalty Healthcare
2715 Kayla Court
College Park, Georgia 30349
Phone: (470) 631-6969

Legacy Staffing
4031 Sweetwater Parkway
Ellenwood, Georgia 30294
Phone: (678) 5037980

Dantily Homecare
4045 Heritage Crossing Point
Powder Springs, Georgia 30127
Phone: (678) 571-1548

Joy Pediatrics
101 Elliott Drive, Suite D
Rome, Georgia 30165
Phone: (706) 237-7314

Quality Personal Assistance
982 Bar Harbor Court
Riverdale, Georgia 30296
Phone: (404) 343-9174

PCA Elite
3937 Holcomb Bridge Road, Suite 201
Peachtree Corners, Georgia 30092
Phone: (404) 720-0770

Cobb, Fulton, Clayton, Paulding, Douglas,
DeKalb, Gwinnett, Cherokee, Fayette, Rockdale,
Henry

Cobb, Clayton, Fulton, Douglas, DeKalb,
Bartow, Cherokee, Haralson, Polk,
Paulding

Fayette, Newton, Spalding, Cobb, Gwinnett,
Rockdale, DeKalb, Clayton, Henry

Forsyth, Carroll, Gwinnett, DeKalb, Fulton,
Douglas, Bartow, Cherokee, Paulding, Cobb

Spaulding, Gwinnett, Douglas, DeKalb,
Troup, Cobb, Fayette, Coweta, Clayton, Fulton

Gwinnett, Henry, Fulton, Fayette, DeKalb,
Cobb, Clayton, Rockdale, Bibb, Paulding

Cobb, Fulton, Gwinnett, Paulding, Henry,
DeKalb, Clayton, Douglas, Cherokee, Forsyth

Floyd, Chattooga, Gordon, Bartow, Polk,
Paulding, Haralson

Call Provider for Coverage Area

Fulton, DeKalb, Gwinnett, Clayton, Cobb
Henry, Rockdale, Fayette, Douglas, Cherokee

Mac Healthcare
1201 Parktown Drive
Mableton, Georgia 30126
Phone: (470) 930-1554

Enhanced Family Care
305 Mango Court
McDonough, Georgia 30253
Phone: (770) 575-6112

Mothers Wish
6832 Wynmeadow Drive
Stone Mountain, Georgia 30087
Phone: (404) 421-3014

EDI Care Group
300 Colonial Center Parkway #100N
Roswell, Georgia 30076
Phone: (404) 618-3388

S. Ellis Healthcare Services
1809 Honey Creek Commons
Conyers, Georgia 30013
Phone: (770) 679-5714

Cityview Healthcare Services
4854 Old National Highway, Suite 159
College Park, Georgia 30337
Phone: (770) 895-5880

Alpha Home Care Solutions
1652 Church Street, Suite A
Decatur, Georgia 30033
Phone: (404) 373-8160

Alpha-1 Home Health
230 S. Jackson Street, Suite 210
Alban, Georgia 30701
Phone: (800) 776-2949

A Good Life Home Care
2370 Main Street # 2409
Duluth, Georgia 30096
Phone: (678) 736-1269

Cobb, Fulton, Douglas, Carroll, Cherokee,
Clayton, DeKalb, Fayette, Gwinnett,
Paulding

Spalding, Rockdale, Newton, Butts, Clayton,
DeKalb, Fulton, Fayette, Henry, Cobb

Call Provider for Coverage Area

DeKalb, Cobb, Clayton, Henry, Douglas,
Gwinnett, Fulton, Paulding, Cherokee, Coweta

Fulton, DeKalb, Cobb, Rockdale, Newton,
Gwinnett, Henry, Jasper, Monroe, Clayton,
Douglas, Cherokee, Fayette, Richmond, Burke,
Jenkins, Jefferson, Washington, Glascock,
Warren, Hancock, Taliaferro, Wilkes, Lincoln,
McDuffie, Columbia, Paulding, Barrow, Clarke,
Oglethorpe, Oconee, Walton, Morgan, Greene,
Putnam, Baldwin, Jones, Butts, Chatham, Bryan,
Liberty, McIntosh, Toombs, Tattnall, Effingham,
Long, Evans, Bibb

Butts, Carroll, Coweta, Henry, Fulton, Fayette,
Douglas, DeKalb, Cobb, Clayton

Fulton, Gwinnett, DeKalb, Cobb, Clayton, Henry,
Rockdale, Paulding, Douglas

Call Provider for Coverage Area

Call Provider for Coverage area

Amicable Homecare
1189 Shoreham Drive
College Park, Georgia 30349
Phone: (470) 227-3240

Call Provider for Coverage area

Triumph Private Home Care
2813 White Oak Lane
Decatur, Georgia 30032
Phone: (404) 532-9226

Forsyth, Clayton, Cobb, Gwinnett,
DeKalb, Fulton, Newton, Hall,
Rockdale, Henry

Peachtree Family Services
828 Ralph McGill Blvd. #112
Atlanta, Georgia 30306
Phone: (770) 837-8253

Cobb, Fulton, Clayton, DeKalb

Hands of Hope Healthcare
1870 The Exchange, SE, Suite 200
Atlanta, Georgia 30330
Phone: (678) 539-0983

Cherokee, Cobb, DeKalb, Forsyth,
Gwinnett, Clayton, Coweta, Fayette,
Fulton, Henry

Corner Stone PHC
10 Wilson Road, Suite 101
Stockbridge, Georgia 30281
Phone: (678) 704-9143

Bibb, Henry, DeKalb, Rockdale,
Clayton

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

Fulton, DeKalb, Clayton, Henry, Fayette,
Spalding, Douglas, Cobb, Gwinnett
Rockdale

Optimum VIP Care Services
4367 Rockrose Green Way
Gainesville, Georgia 30504
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

Call Provider for Coverage Area

Phone: (770) 910-9826

Atlanta House Health Care
270 17th Street, NW – Unit 30363
Atlanta, Georgia 30363
Phone: (470) 593-6815

Crystal Home Care Services
3063 Normandy Ridge
Lawrenceville, Georgia 30044
Phone: (714) 592-9129

Dedicated Kare
1622 Wood Hollow Court
Marietta, Georgia 30062
Phone: (770) 262-6786

Creating Magical Memories
56 Perimeter Center E, Suite 150
Atlanta, Georgia 30346
Phone: (404) 246-8276

Patab Healthcare Services
5074 Centennial Commons Drive
Acworth, Georgia 30102
Phone: (470) 507-3067

Healthy Heroes
308 Tree Creek Parkway
Lawrenceville, Georgia 30043
Phone: (470) 981-3658

Express Professional Homecare
3469 Lawrenceville Highway, Suite 300
Tucker, Georgia 30084
Phone: (678) 292-6651

National Home Care
5906 Highway 39
Donalsonville, Georgia 39845
Phone: (800) 977-2186

Trusted Care Professionals
711 Bralorna Drive
Stone Mountain, Georgia 30087
Phone: (404) 783-0570

Spirit Home Care
303 Perimeter Center North, Suite 300
Atlanta, Georgia 30346
Phone: (478) 200-3939

Fulton, DeKalb, Rockdale, Fayette, Cherokee,
Henry, Clayton, Douglas, Cobb, Gwinnett

Henry, Fayette, Rockdale, Fulton,
Douglas, DeKalb, Cobb, Clayton, Cherokee

Clayton, Forsyth, Henry, Douglas,
Rockdale, Cobb, Fulton, Gwinnett,
DeKalb

Henry, Clayton, Gwinnett, Fulton, DeKalb,
Cobb, Rockdale, Douglas, Forsyth, Fayette

Floyd, Gwinnett, Fulton, DeKalb, Douglas,
Paulding, Fayette, Bartow, Cherokee, Cobb

Henry, Clayton, DeKalb, Newton,
Rockdale, Walton, Forsyth, Fulton, Cobb,
Gwinnett

Cherokee, Clayton, Cobb, DeKalb, Douglas,
Fayette, Fulton, Gwinnett, Henry, Rockdale

Miller, Early, Decatur, Grady, Thomas,
Mitchell, Dougherty, Lowndes, Seminole,
Colquitt, Lee, Sumter, Tift, Muscogee, Cook,
Houston, Harris, Troup, Brooks

Call Provider for Coverage Area

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: (404) 465-4163

Henry, Fulton, DeKalb, Gwinnett,
Cobb, Clayton, Coweta, Douglas,
Fayette, Forsyth

Agape Home Care Services
390 Windpher Ridge
Hampton, Georgia 30228
Phone: (770) 771-6700

Cobb, Gwinnett, Fulton, Forsyth, DeKalb,
Decatur, Bartow, Hall, Paulding, Henry

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,
Walton

New Eden Healthcare Services
5119 Brown Crossing Way
Powder Springs, Georgia 30127
Phone: (678) 427-8496

Carroll, Douglas, Paulding, Henry Clayton,
Rockdale, DeKalb, Cobb, Gwinnett, Fulton,
Coweta, Bibb, Walton, Butts, Troup

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

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

Fulton, Clayton, DeKalb, Fayette, Henry,
Gwinnett, Cobb, Coweta

Dream Care Atlanta
117 Kiram Terrace
Atlanta, Georgia 30331
Phone: (404) 934-1325

Call Provider for Coverage Area

Integrity First Healthcare Services

Grady, Decatur, Colquitt, Mitchell,

249 Woodland Road, Lot 12
Cairo, Georgia 39828
Phone: (229) 233-4803

Compassion First
1432 Fall River Drive
Conyers, Georgia 30013
Phone: (470) 474-3347

MBC Care
1917 Kensington High Street
Lilburn, Georgia 30047
Phone: (404) 694-1445

1st Priority Health Care
555 North Point Center East #402
Alpharetta, Georgia 30022
Phone: (470) 805-2272

Complete Nursing Care
5688 Woodland Greens Road
Douglasville, Georgia 30135
Phone: (404) 316-3631

SLB Healthcare
3420 Sweet Basil Lane
Loganville, Georgia 30052
Phone: (404) 439-9255

Compassion Companions Healthcare
1459 Billy Max Drive
Mableton, Georgia 30126
Phone: (404) 626-2935

Anders Healthcare
3455 Peachtree Road, Ste. 500
Atlanta, Georgia 30326
Phone: (470) 766-9355

JH Healthcare Staffing Agency
8498 Glenview Street
Douglasville, Georgia 30134
Phone: (404) 246-3566

Mount Eagles Wings Personal Care
202 New Petersburg Drive
Martinez, Georgia 30907
Phone: (706) 284-9959

Thomas, Baker, Worth, Cook, Lee,
Lowndes, Dougherty, Brooks, Seminole,
Baker, Thomas, Mitchell, Colquitt,
Decatur, Grady, Miller, Lamar, Wayne

Rockdale, DeKalb, Fulton, Gwinnett,
Fayette, Cobb, Coweta, Forsyth, Bibb,
Cherokee

Call Provider for Coverage Area

Cherokee, Clayton, Cobb, DeKalb,
Douglas, Fayette, Fulton, Gwinnett,
Paulding, Rockdale

Douglas, Cobb, Carroll, Coweta,
Fulton, Clayton, Paulding, Haralson,
Troup, Gwinnett, Rockdale, DeKalb

Barrow, Newton, Henry, Walton, Fulton,
Clayton, Cobb, Rockdale, DeKalb, Gwinnett

Cobb, Fulton, Cherokee, DeKalb, Clayton,
Gwinnett, Douglas, Fayette, Floyd, Henry

Fulton, Cobb, DeKalb, Henry, Gwinnett,
Douglas, Forsyth, Fayette, Cherokee, Clayton

Forsyth, Henry, Carroll, Clayton, Paulding,
Gwinnett, DeKalb, Cobb, Douglas, Fulton

Call Provider for Coverage Area

Bee Kind Private Home Care
1795 Whitehall Court
Marietta, Georgia 30066
(770) 568-2650

Celestial Healthcare Services
248 Bob Wages Road
Bogart, Georgia 30622
Phone: (678) 863-5537

Innovative Home Care
741 Woodstone Road
Lithonia, Georgia 30058
Phone: (770) 680-2046

Barbara Kares of Central Georgia
1277 Twin Pine Road
Milledgeville, Georgia 31061
Phone: (478) 234-0070

L'Amour Home Care
6436 Gina Agha Circle
Lithonia, Georgia 30038
Phone: (682)260-4088

SCCL Home Care
99 West Paces Ferry RD NW Apt. 729
Atlanta, Georgia 30305
Phone: (470) 685-6512

Rise and Restore Healthcare
2314 Willington Shoals Place
Smyrna, Georgia 30080
Phone: (678) 783-8131

K Devine Cares
420 Thornbush Trace
Lawrenceville, Georgia 30046
Phone: (470) 428-5431

Greater Living Home Care
10140 Ford Avenue, Suite 2
Richmond Hill, Georgia 31324
Phone: (912) 446-5838

Heritage Health Partners
2186 Hamilton Lake Parkway
Buford, Georgia 30519
Phone: (678) 895-5389

H.E.R. Community Services

Fulton, Gwinnett, Cobb, DeKalb, Clayton,
Cherokee, Forsyth, Henry, Paulding, Douglas

Elbert, Walton, Oconee, Greene, Barrow,
Clarke, Jackson, Oglethorpe, Morgan, Madison

Gwinnett, Clayton, Rockdale, Fayette, Hall,
Cherokee, Henry, DeKalb, Cobb, Fulton

Call Provider for Coverage Area

Douglas, Cherokee, Forsyth, Fayette,
Gwinnett, Fulton, Decatur, DeKalb,
Cobb, Clayton

DeKalb, Cobb, Fulton, Gwinnett, Forsyth,
Clayton, Paulding, Rockdale, Cherokee,
Fayette

Cobb, Fulton, Gwinnett, DeKalb, Clayton,
Douglas, Fayette, Coweta, Henry,
Paulding

Douglas, Rockdale, Clayton

Chatham, Bulloch, Effingham, Screven,
Candler, Bryan, Glynn, Emanuel,
Liberty, Evans

Barrow, Clayton, Cobb, DeKalb, Douglas,
Fayette, Forsyth, Fulton, Gwinnett, Hall,
Henry, Rockdale

Greene, Oconee, Butts, Jasper, DeKalb,

110 Stoney Point Terrace
Covington Georgia 30014
Phone: (404) 621-8896

Del Mar Healthcare
1123 Bentley Estates Drive
Dacula, Georgia 30019
Phone: (470) 800-6336

Wooten Healthcare Services
1233 Lakeview Cove
Grayson, Georgia 30017
Phone: (404) 775-8044

Easy Homesolvers
1660 Hatteras Trail
Grayson, Georgia 30017
Phone: (678) 516-5234

TMC Care Services
9040 Roswell Road
Atlanta, Georgia 30350
Phone: (404) 999-0906

Prestige Health Partners
711 Autumn Meadow Drive
Loganville, Georgia 30052
Phone: (678) 628-7632

Gentle Care Home Services
2803 Harwood Drive
Hephzibah, Georgia 30815
Phone: (404) 952-7022

Royal Care Service
1607 Barrington View
Stone Mountain, Georgia 30087
Phone: (404) 702-9821

Onkap Healthcare Solutions
2723 Madison Mae Lane
Grayson, Georgia 30017
Phone: (770) 800-6603

R.A.N. Staffing
2433 Wild Springs Court
Decatur, Georgia 30034
(470) 428-4460

Everlasting Growth
956 Belfry Terrace

Henry, Morgan, Walton, Rockdale Newton

Gwinnett, Fulton, Rockdale, Newton,
Walton, Forsyth, Clark, Cobb, Barrow,
DeKalb

Fayette, Henry, DeKalb, Clayton,
Carroll, Fulton, Douglas, Forsyth, Cobb,
Gwinnett

Gwinnett, Hall, Forsyth DeKalb, Clayton,
Fulton, Walton, Cobb, Henry, Rockdale

Carroll, Paulding, Henry, Newton, Cobb,
Gwinnett, Bartow, Cherokee, Fulton,
DeKalb

Douglas, Walton, Newton, Clayton, Rockdale,
Cobb, Henry, Fulton, DeKalb, Gwinnett, Hall

Richmond, Jefferson, McDuffie, Columbia,
Warren, Burke

Call Provider for Coverage Area

Gwinnett, Greene, DeKalb, Rockdale,
Cobb, Dawson, Putnam, Watson, Fulton

Newton, Fayette, Rockdale, Henry, Gwinnett,
Douglas, Clayton, Cobb, Fulton, DeKalb

Bartow, Clayton, Cherokee, Cobb, DeKalb,
Fayette, Fulton, Gwinnett, Hall, Henry, Spalding,

Fairburn, Georgia 30213
Phone: (678) 974-9000

Affordable Care Services
925 Main Street; Suite 106
Stone Mountain, Georgia 30083
Phone: (404) 405-4571 or (800) 299-5670

Divine Source Healthcare Systems
5903 Eagles Crossing
Riverdale, Georgia 30274
Phone: (404) 993-9211

Barbara Kares In-Home Care
1277 Twin Pine Road
Milledgeville, Georgia 31061
Phone: (478) 234-0070

Me and My Nanna
5878 Buford Highway, Suite 9
Atlanta, Georgia 30340
Phone: (678) 381-1540

Sadiecare Health Services
483 Holderness Street, SW, Unit B
Atlanta, Georgia 30310
Phone: (404) 550-2241

Custom Living Care
3949 Kingfisher Drive
Atlanta, Georgia 30349
Phone: (229) 344-6962

A&S Health Care Services
2033 Tulip Petal Road
Auburn, Georgia 30011
Phone: (678) 698-4726

Dr. Bostic Private Home Care
1749 Highway 92
Fayetteville, Georgia 30215
Phone: (863) 777-3846

Home Care Promise
3343 Peachtree Road, NE Suite 145
Atlanta, Georgia 30326
Phone: (404) 590-2246

Helping Hands Home Care

Clarke, Coffee, Coweta, Douglas, Forsyth,
Houston, Newton, Pickens, Rockdale

DeKalb, Gwinnett, Clayton, Fulton, Rockdale,
Newton, Henry

Butts, Henry, Spalding, Bibb, Houston, Clayton,
Pike, Fulton, Peach, Troup

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

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
Gwinnett, Henry, Clayton, Forsyth, DeKalb,
Rockdale, Spalding, Fayette, Douglas, Fulton,
Cobb

Fulton, Clayton, Henry, Fayette, Douglas,
Cobb, Forsyth, Cherokee, DeKalb, Gwinnett

Fulton, Bartow, Barrow, Hall, Cobb,
Gwinnett, Forsyth, DeKalb, Walton, Henry,
Paulding, Dawson, Rockdale, Jackson, Newton,
Oconee, Oglethorpe, Lumpkin

Clayton, Cobb, Cherokee, Douglas, DeKalb,
Fayette, Fulton, Gwinnett, Henry, Rockdale

Cobb, Cherokee, DeKalb, Douglas, Forsyth,
Fulton, Gwinnett, Paulding, Hall, Henry,
Rockdale, Spalding, Fayette, Floyd, Carroll,
Habersham, Pike, Richmond

DeKalb, Gilmer, Forsyth, Fulton, Cobb,

735 Ridge Road
Canton, Georgia 30114
Phone: (470) 469-7136

New Life Private Care
2363 Jasmine Glen Drive
Buford, Georgia 30519
Phone: (770) 309-7677

A & C Private Homecare
5855 Jimmy Carter Blvd. Suite 260
Norcross, Georgia 30071
Phone: (770) 776-7048

Lenus In Home Care
4236 Columbia Road
Martinez, Georgia 30906
Phone: (706) 726-0458

Pennies R Us
4262 Ivy Run
Ellenwood, Georgia 30294
Phone: (404) 202-4187

Epic Home Care Svcs
2060 Jackson Ridge Cove
Kennesaw, Georgia 30144
Phone: (678) 371-9672

Angels Court
1546 Riverview Road
Monroe, Georgia 30655
Phone: (678) 458-6270

Kind Care Services
233 12th Street, Suite 802-B
Columbus, Georgia 31901
Phone: (706) 341-1848

Thrive Pediatric Care
915 Hill Park, Suite 100A
Macon, Georgia 31201
Phone: (470) 381-1323

Gordon, Floyd, Pickens, Bartow, Cherokee

Gwinnett, Cobb, Clarke, DeKalb, Hall, Clayton,
Bibb, Columbia, Fulton, Forsyth

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

Richmond, Columbia, Burke

Clayton, Cobb, DeKalb, Fulton, Gwinnett,
Henry Newton, Rockdale, Walton

Cherokee, Fayette, Forsyth, Rockdale,
Paulding, Fulton, Coweta, Gwinnett,
DeKalb, Cobb

Gwinnett, Henry, DeKalb, Rockdale,
Newton, Cobb, Walton

Muscogee, Harris, Upson, Meriwether,
Taylor, Marion, Troup, Talbot, Chattahoochee,
Coweta

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,

Loving Hearts Homecare
600 Westridge Parkway, Ste. 716
McDonough, Georgia 30253
Phone: (678) 392-3844

Claude's Loving Hands
152 New Street, Suite 30D
Macon, Georgia 31201
Phone: (478) 722-4512

Caring Hands Homecare
3930 Nemours Trail
Kennesaw, Georgia 30152
Phone: (678) 401-5639

ABBA Health Services
1363 Valmont Trace NE
Marietta, Georgia 30066
Phone: (678) 885-7229

Constant Healthcare
689 Blue Ash Court
McDonough, Georgia 30253
Phone: (678) 592-2656

Alpha-Ohms Healthcare
5409 The Vyne Avenue
Atlanta, Georgia 30349
Phone: (404) 655-9155

Agape Family Healthcare
11555 Medlock Bridge Road, Ste. 147
Jones Creek, Georgia 30097
Phone: (678) 597-4293

Precious Angel Homecare
2475 Northwinds Parkway, Ste. 200
Atlanta, Georgia 30009
Phone: (404) 451-3077

Personal Companions Home Care
220 East Lanier Street, Suite 7
Fayetteville, Georgia 30214
Phone: (513) 332-1993

Affinity Pediatrics
820 Pavilion Court Suite B
McDonough, Georgia 30252

Liberty, Long, McIntosh, Screven

Clayton, DeKalb, Fayette, Fulton, Henry

Baldwin Bibb, Houston, Peach, Sumter,
Pulaski Twiggs, Dooley, Monroe, Jones

Gwinnet, Bartow, Floyd, Clayton,
Barrow, Henry, Catoosa, Murray, Pickens,
Gilmer, Fannin, Cobb, DeKalb, Paulding,
Cherokee, Douglas, Fulton, Haralson, Polk,
Whitfield, Chattooga
Coweta, Henry, Douglas, Forsyth,
Paulding, Gwinnett, Clayton, Cherokee,
Fulton, Cobb

DeKalb, Fulton, Newton, Bibb, Coweta,
Gwinnett, Rockdale, Spalding, Henry, Clayton

Cobb, Fulton, Clayton, Paulding, Douglas,
DeKalb, Gwinnett, Cherokee, Fayette, Rockdale,
Henry

Cobb, Gwinnett, Fulton, Forsyth, Walton
DeKalb, Decatur, Bartow, Hall, Paulding
Henry, Cherokee, Rockdale, Douglas, Fayette,
Clayton, Oconee, Oglethorpe, Spalding, Newton

Paulding, Carroll, Bartow, Gwinnett,
Cobb, DeKalb, Fulton, Clayton, Cherokee,
Forsyth, Douglas, Fayette, Spalding, Hall,
Habersham

Cobb, Clayton, DeKalb, Henry, Fayette,
Fulton, Gwinnett, Rockdale

Butts, Clayton, DeKalb, Fayette, Fulton,
Gwinnett, Henry, Newton, Rockdale,
Spaulding, Paulding, Cobb, Douglas,

Phone: (678) 782-3513

Tender Touch Healthcare
55 Atlanta Street, Suite 104
Marietta, Georgia 30060
Phone: (470) 632-0622

Integricare
1888 Hollywood Road Unit 7401
Atlanta, Georgia 30327
Phone: (678) 334-1163

Lexx Homecare
999 Whitlock Avenue, Suite 9
Marietta, Georgia 30064
Phone: (404) 933-7016

Quantum Grace Solutions
1710 Stoneoak Circle
Lawrenceville, Georgia 30043
Phone: (678) 779-2070

Precision Care Solutions
221 Semel Circle N.W., Unit 253
Atlanta, Georgia 30309
Phone: (404) 536-1825

Medi-Cure Home Care
2505 Chamblee Tucker Road, Ste. 210
Chamblee, Georgia 30341
Phone: (770) 755-1394

Southern Oaks Healthcare
304 Everly Circle
Locust Grove, Georgia 30248
Phone: (478) 365-9062

Aspire Home Care
282 Rockin Hill Drive
Marietta, Georgia 30060
Phone: (678) 913-9984

Compassionate Professional Home Care
527 U.S. Highway 80, Suite 102
Garden City, Georgia 31408
Phone: (912) 677-2143

LaPaz Homecare
6974 Springwood Drive
Douglasville, Georgia 30135
Phone: (404) 229-4533

Floyd, Troup

Cobb, Cherokee, Fulton, DeKalb, Gwinnett,
Bartow, Paulding, Forsyth, Douglas, Floyd,
Clayton, Henry

DeKalb, Cobb, Cherokee, Fulton, Gwinnett,
Forsyth, Coweta, Fayette, Clayton, Douglas

Fulton, Bartow, Gwinnett, Walton, DeKalb,
Clayton, Floyd, Forsyth, Cobb, Cherokee,
Gordon, Paulding, Douglas, Carroll, Clarke,
Polk

Gwinnett, Fulton, Clayton, DeKalb,
Cobb, Walton, Forsyth, Bartow, Rockdale,
Henry

Fulton, DeKalb, Clayton, Cobb,
Gwinnett

DeKalb, Fulton, Clayton, Henry, Gwinnett,
Cobb, Rockdale, Newton, Walton, Fayette,
Forsyth, Douglas, Cherokee, Coweta, Hall,
Barrow, Jackson

Henry, Macon, Spalding, Fulton, Newton,
Houston, Fayette, DeKalb, Clayton, Bibb
Gwinnett, Cobb, Forsyth, Lamar, Upson,
Monroe

Cobb, Cherokee, Decatur, DeKalb, Douglas,
Fayette, Floyd, Fulton, Gwinnett, Paulding

Chatham, Bryan, Effingham, Long,
Glynn, Bulloch, Camden, McIntosh,
Screven, Laurens

Gwinnett, Fayette, Cobb, Paulding,
Fulton, DeKalb, Carroll, Douglas

Qualucare
3707 Main Street, Suite 6
College Park, Georgia 30337
Phone: (404) 213-2655

Professional and Quality Home Care
1755 North Brown Road, Suite 235
Lawrenceville, Georgia 30043
Phone: (678) 690-5198

EKAA Care & Support
332 Brentford Avenue
Grovetown, Georgia 30813
Phone: (404) 663-5578

Infinite Care Services
157 Burke Street #108
Stockbridge, Georgia 30281
Phone: (678) 462-3376

Lillie's Healthcare
5002 Streater Drive
Columbus, Georgia 31907
Phone: (706) 330-6782

Epiphany Healthcare System
1015 Tyrone Road, Bldg. 100
Tyrone, Georgia 30290
Phone: (770) 306-3416

Gees Hope Caring Agency
3655 Crestwood Parkway, Ste 430
Duluth, Georgia 30096
Phone: (404) 432-8287

Fresh Dew Home Care
1495 Union Station Court
Lawrenceville, Georgia 30045
Phone: (678) 755-8555

Loving Heart Healthcare
3334 Stone Mountain Parkway, Suite E
Snellville, Georgia 30078
Phone: (770) 885-3453

Interim Healthcare
801 Broad Street, Suite 605

Gwinnett, Hall, Forsyth, Cobb, Paulding,
Clayton, Fulton, Fayette, Douglas, Henry

Fulton, DeKalb, Gwinnett, Cobb

Burke, Columbia, Jefferson, McDuffie,
Richmond, Taliaferro, Warren, Washington,
Wilkes

Butts, Jackson, Bibb, Spalding, Fayette, DeKalb,
Fulton, Cobb, Clayton, Henry, Forsyth, Morgan,
Decatur, Gwinnett, Douglas, Rockdale, Clarke,
Carroll, Newton, Cherokee

Muscogee, Harris, Chattahoochee, Dougherty,
Talbot, Troup, Marion, Steward, Webster,
Terrell

Jasper, Morgan, Newton, Pike, Fulton, Coweta,
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
Muscogee,

Gwinnett, Forsyth, Hall, Franklin, Cobb, Fulton,
DeKalb, Clayton, Jackson, Douglas, Rockdale,
Barrow, Walton

DeKalb, Gwinnett, Cobb, Forsyth, Hall,
Rockdale, Barrow, Walton, Jackson
Hancock, Jefferson, Richmond, Washington

Fulton, Hall, Rockdale, Clayton, Henry,
Barrow, Newton, Walton, DeKalb, Gwinnett

Richmond, Columbia, Burke, McDuffie, Jefferson,
Glascok, Warren, Clarke, Oconee, Greene,

Augusta, Georgia 30901
Phone: (706) 550-1107

Trans Alliance Med.
2650 Holcomb Bridge Road, Suite 540
Alpharetta, Georgia 30022
Phone: (770) 992-9940

Lighthouse of Columbus
6634 Forrest Road
Columbus, Georgia 31907
Phone: (706) 442-7783

Graceol Corporation
1059 Green Street
Conyers, Georgia 30012
Phone: (404) 839-2688

Razom Healthcare
7803 Bar Harbor Drive
Riverdale, Georgia 30296
Phone: (404) 429-5597

Global Private Homecare Solutions

400 Galleria Parkway, Suite 1500
Atlanta, Georgia 30339
Phone: (678) 385-5920

Providence Healthcare of Georgia
6509 Bennington Bluff Court
Mableton, Georgia 30126
Phone: (404) 408-8703

ARAA Home Care
2020 Avalon Parkway, Suite 380
McDonough, Georgia 30253
Phone: (678) 833-1818

C & C Healthcare Services
1640 Powers Ferry Road, Bldg. 16
Atlanta, Georgia 30339
Phone: (770) 690-9094

Bel Regional Care

Oglethorpe, Taliaferro, Wilkes, Lincoln

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

Muscogee, Harris, Troup, Coweta, Meriwether,
Talbot, Marion, Taylor, Chattahoochee, Schley,
Sumter, Webster, Stewart, Quitman, Randolph, Lee,
Terrell, Dougherty, Calhoun, Clay

Butts, DeKalb, Gwinnett, Henry, Jasper,
Newton, Rockdale, Walton, Fulton, Clayton, Cobb,
White

Cobb, Clayton, DeKalb, Douglas, Fayette, Fulton,
Gwinnett, Henry, Newton, Spaulding

Cherokee, Clayton, Cobb, DeKalb, Douglas,

Fayette, Fulton, Gwinnett, Meriwether, Rockdale

Paulding, Douglas, Carroll, Fulton, Clayton,
Henry, DeKalb, Rockdale, Gwinnett

Clayton, Dade, DeKalb, Fulton, Fayette
Gwinnett, Henry, Newton, Rockdale, Cobb,
Spalding, Coweta, Walton, Muscogee, Harris,
Troup, Chattahoochee, Meriweather

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

Barrow, Cobb, Clayton, Fulton, DeKalb,

2008 East View Parkway, Suite 153
Conyers, Georgia 30013
Phone: (770) 474-1235

JAS Links Healthcare
2282 Meadow Church Road
Duluth, Georgia 30097
Phone: (678) 292-3290

Suitable for the People Health Service
975 Gaines School Road
Athens, Georgia 30605
Phone: (706) 850-6109

Emerge Life Care
2899 Toney Drive
Decatur, Georgia 30032
Phone: (770) 629-4726

Ulticare Health and Home Care
4459 Bellemeade Drive
Douglasville, Georgia 30135
Phone: 404-988-0387

Alive Home Care
1319 West Broad Avenue
Albany, Georgia 31707
Phone: (229) 496-9147

BSPC Home Care
307 Sawyer Meadow Way
Grayson, Georgia 30017
Phone: (404) 381-2482

Sanzie Healthcare Services
115 Bradford Square, Ste B.
Fayetteville, Georgia 30215
Phone: (770) 716-2233

Myka Health Systems
158 Fairview Road, Suite B
Ellenwood, Georgia 30294
Phone: (678) 599-1426

Glory Healthcare

Gwinnett, Henry, Newton, Rockdale, Walton

Banks, Barrow, Cherokee, Clayton, Cobb
Dawson, DeKalb, Douglas, Forsyth, Fayette,
Franklin, Fulton, Gwinnett, Henry, Hall, Hars,
Jackson, Jasper, Lumpkin, Paulding, Oconee,
Rockdale, White

Rockdale, Gwinnett, Fulton, DeKalb,
Oglethorpe, Oconee, Newton, Morgan,
Greene, Clarke

Clayton, Cobb, DeKalb, Henry, Gwinnett,
Fulton, Fayette, Rockdale, Spalding, Douglas

Douglas, Cobb, DeKalb, Clayton, Fulton,
Gwinnett, Haralson, Carroll, Paulding, Fayette

Atkinson, Baker, Ben Hill, Bleckley, Calhoun,
Clay, Colquitt, Crisp, Dodge, Dooley, Dougherty,
Early, Irwin, Lee, Macon, Mitchell, Muscogee,
Pulaski, Randolph, Schley, Sumter, Terrell, Tift

DeKalb, Gwinnett, Fulton, Rockdale, Clayton,
Henry, Cobb, Newton, Walton

Banks, Dawson, Forsyth, Franklin, Habersham, Hall,
Lumpkin, Stephens, White, Clayton, Cobb, DeKalb,
Fayette, Fulton, Gwinnett, Henry, Rockdale, Barrow,
Jackson, Jasper, Madison, Morgan, Newton, Oconee,
Coweta, Heard, Lamar, Meriwether, Pike, Spalding,
Troup, Upson, Paulding, Elbert, Haralson, Polk,
Cherokee, Bartow, Floyd, Hart, Douglas, Clarke,
Gordon, Monroe, Bibb, Oglethorpe, Walton, Butts,
Carroll,

Coweta, Fulton, Douglas, DeKalb, Rockdale,
Fayette, Cobb, Clayton, Henry, Gwinnett

Newton, Walton, Barrow, Gwinnett, DeKalb,

7744-D Hampton Place
Loganville, Georgia 30052
Phone: (678) 365-1967

24 Hour Home Care
5405 Memorial Drive Suite A 103
Stone Mountain, Georgia 30083
Phone: (404) 343-6781

Your Choice Caregivers
129 Algerine Court
Fairburn, Georgia 30213
Phone: (404) 479-1008

Help at Home
6602 Abercorn St. Suite 200
Savannah, Georgia 31405
Phone: (912) 354-3680

Personal Home Care of Atlanta
1864 Cedar Cliff Drive
Smyrna, Georgia 30080
Phone: (470) 495-2829

R & E Health Care
7002 Annie Walk
Lithonia, Georgia 30032
Phone: (470) 545-0860

Atlanta Pediatric Healthcare
320 West Lanier Avenue, Suite 200
Fayetteville, Georgia 30214
Phone: (770) 250-7477

KT Malone Staffing
2039 10th Avenue
Columbus, Georgia 31901
Phone: (706) 992-8444

Esther Angel's Homecare
100 Lloyd Avenue, Suite B
Tyrone, Georgia 30290
Phone: (470) 428-5444

Paradise Grove Private Homecare
2817 Highway 212 SW
Mableton, Georgia 30126
Phone: (770) 882-8401

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

Gwinnett, Fulton, DeKalb, Clayton, Cobb,
Rockdale, Fayette, Cherokee, Douglas,
Paulding

Cherokee, Clayton, Cobb, Coweta, DeKalb,
Douglas, Fulton, Gwinnett, Henry, Paulding

Bryan, Bulloch, Camden, Chatham, Effingham,
Glynn, Liberty, McIntosh, Screven

Cobb, Fulton, Gwinnett, Fayette, Henry,
Spalding, DeKalb, Coweta, Douglas, Cherokee,
Rockdale, Paulding, Walton

DeKalb, Fulton, Henry, Clayton, Douglas,
Rockdale, Walton

Gwinnett, Rockdale, Henry, Coweta, Fulton,
Fayette, Cobb, Douglas, DeKalb, Clayton

Muscogee, Troup, Harris, Chattahoochee,
Talbot, Marion

Bartow, Butts, Carroll, Cherokee, Clayton,
Cobb, Coweta, DeKalb, Douglas, Fayette,
Forsyth, Fulton, Gwinnett, Hall, Haralson,
Harris, Henry, Jasper, Meriwether, Spalding,
Troup
Henry, Hall, Cobb, Newton, Rockdale, DeKalb,
Fulton, Cherokee, Clayton, Gwinnett

Brighter Days Home Care
666 Old Alabama Road
Austell, Georgia 30168
Phone: (404) 940-7382

Elvin Home Care
2710 Jefferson Street, Suite 101
Austell, Georgia 30106
Phone: (404) 993-1383

Immaculate Healthcare Solutions
368 West Pike Street, Suite 102
Lawrenceville, Georgia 30046
Phone: (678) 707-2369

AACE Healthcare
1203 Andrews Drive
Lithia Springs, Georgia 30122
Phone: (310) 489-0956

AXESS Health Solutions
340 Engle Drive
Tucker, Georgia 30084
Phone: (404) 858-8709

Tender Loving Care Home Care
8230 Hazelbrand Road, NE, Suite B
Covington, Georgia 30014
Phone: (678) 623-7166

Primecare Homecare
1789 East Washington Road
East Point, Georgia 30344
Phone: (478) 696-3534

Care4All Community Care

1174 McKendree Church Road
Lawrenceville, Georgia 30043

Cobb, Gwinnett, DeKalb, Fayette, Carroll,
Fulton, Bartow, Cherokee

Cobb, Douglas, Cherokee, Clayton, Fulton,
Gwinnett, Rockdale, Dekalb, Paulding, Polk,
Floyd, Fayette

Rockdale, Cherokee, Gwinnett, Fulton, Walton,
DeKalb, Jackson, Forsyth, Hall, Bartow, Cobb,
Douglas, Clayton, Barrow, Oconee, Paulding,
Henry, Clarke, Newton, Fayette

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

Cherokee, Clayton, Cobb, DeKalb, Douglas,
Forsyth, Fulton, Gwinnett, Hall, Rockdale

Jasper, Newton, Morgan, Butts, Putnam,
Walton, DeKalb, Fulton, Rockdale, Henry,
Lamar, Spalding, Jones, Monroe, Clayton, Cobb,
Gwinnett, Greene, Bibb

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

Bartow, Barrow, Cherokee, Clarke, Clayton,

Cobb, Dawson, DeKalb, Douglas, Fayette,
Forsyth, Fulton, Gwinnett, Hall, Henry,

Phone: (678) 719-9677
After Hrs: (470) 338--1671

Unique Pediatric Hearts
418 Matera Drive
Cartersville, Georgia 30120
Phone: (470) 701-6952

Pure Ivy Health Care
1119 Westgate Drive
Lilburn, Georgia 30047
Phone: (678) 697-4266

Heavenly Global Healthcare
5051 Peachtree Corners Circle Suite #200
Norcross, Georgia 30092
Phone: (678) 477-3398

Zarab Healthcare
1634 Brandemere Lane
Austell, Georgia
Phone: (678) 540-6728

Zenux Healthcare
2310 Parklake Drive, Suite 186
Atlanta, Georgia 30345
Phone: (770) 679-5218

We Care Home Care
870 North Dallas Highway, Suite C
Douglasville, Georgia 30134
Phone: (770) 681-0517

Primecare Home Care
106 East Main Street
Thomson, Georgia 30824
Phone: (478) 696-3534

1st Option Health Care
1810 Peachtree Industrial Boulevard, Suite 215
Duluth, Georgia 30097
Phone: (770) 676-6903

Thrive Skilled Pediatric Care

Jackson, Oconee, Pickens, Rockdale, Walton

Bartow, Cherokee, Cobb, Floyd, Forsyth,
Fulton, Gilmer, Gordon, Paulding, Pickens

Gwinnett, DeKalb, Hall, Rockdale, Fulton,
Cobb, Barrow, Forsyth, Carroll, Paulding, Clayton,
Fayette, Henry, Douglas, Cherokee

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

Cobb, Fulton, DeKalb, Douglas, Fayette, Clayton,
Paulding, Rockdale, Barrow, Gwinnett,

Cherokee, Clayton, Cobb, DeKalb, Fayette, Fulton,
Gwinnett, Henry, Rockdale, Newton, Walton

Clayton, Cobb, Coweta, Dekalb, Douglas, Fayette,
Fulton, Gordon, Gwinnett, Haralson, Heard, Henry,
Jones, Lamar, Meriwether, Monroe, Newton, Paulding,
Pickens, Pike, Polk, Rockdale, Spalding, Barrow,
Bartow, Bibb, Butts, Carroll, Chattooga, Cherokee
Floyd, Jasper

Johnson, Jenkins, Burke, Jefferson, Richmond,
McDuffie, Columbia, Lincoln, Wilkes Glascock,

Fulton, Gwinnett, Cobb, DeKalb, Forsyth

Clayton, Cobb, DeKalb, Fayette, Forsyth, Fulton,

1800 Sandy Plains Industrial Parkway
Suite 220
Marietta, Georgia 30066
Phone (470) 381-1323

Viet Home Care
5961 Live Oak Pkwy Suite B
Norcross, GA 30093
Phone: (770) 447-7554

Primecare Home Care
905 Main Street
Macon, Georgia 31217
Phone: (478) 696-3534

A New Well, Inc Home Health Care
401 West Park, Suite 200
Peachtree City, Georgia 30269
Phone: (800) 341-0120

Healthcare
791 River Hill Drive
Lawrenceville, Georgia 30046
Phone: (404) 692-3741

FirmCare Life Sharing
811 Sylvania Court, SE
Mableton, Georgia 30126
Phone: (404) 721-7386

RayRac Healthcare
8331-D Office Park Drive
Douglasville, Georgia 30134
Phone: (678) 594-3377
After hrs. (678) 598-0760

Glory Healthcare
85 Shea Lane
Stockbridge, Georgia 30281

Gwinnett, Rockdale, Henry, Walton, Douglas, Rockdale,
Coweta, Spalding, Butts, Jasper, Putnam, Jones,
Bibb, Crawford, Peach, Houston, Twiggs, Emanuel,
Screven, Bulloch, Effingham, Evans, Liberty, Long,
McIntosh, Bryan, Pickens, Bartow, Paulding, Hall,
Laurens, Dodge, Pulaski, Dooly, Bleckley, Polk,
Carroll Monroe, Candler, Chatham, Cherokee, Haralson,

Gwinnett, DeKalb, Rockdale, Henry, Clayton,
Fayette, Fulton, Douglas, Cobb, Cherokee

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

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

Gwinnett, DeKalb, Barrow, Hall, Fulton, Cobb,
Forsyth, Clayton, Henry, Morgan, Cherokee

Fulton, DeKalb, Gwinnett, Cobb, Henry,
Forsyth, Fayette, Douglas, Clayton,
Cherokee, Hall, Banks, Habersham, Barrow

Fulton, DeKalb, Cobb, Paulding, Douglas,
Clayton, Gwinnett, Henry

Clayton, DeKalb, Fayette, Fulton,
Gwinnett, Henry, Rockdale, Coweta, Spalding,
Newton

Phone: (404) 992-0048

Michester, Inc.
3845 Powder Springs Road, Suite 102
Powder Springs, Georgia 30127
Phone: (678) 791-2696

Simplicity Health Care
6741 Church Street, Ste 2
Riverdale, Georgia 30274
Phone: (404) 465-6640

Sky Angel Nurses, Inc.
1718 Peachtree St. NW, Ste 240
Atlanta, Georgia 30309
Phone: (404) 365-0203

America 1st Home Care
3630 Sunset Ridge
Powder Springs, Georgia 30127
Phone: (404) 940-0077

One Care Health Services
5510 Lilburn Stone Mountain Highway
Stone Mountain, Georgia 30087
Phone: (404) 464-8124

Primecare Homecare Services
1735 Irwinton Road
Milledgeville, Georgia 31061
Phone: (478) 696-3534

A Premium Healthcare Solution
1804 Overlake Drive
Conyers, Georgia 30013
Phone: (678) 609-5060
Phone: (866) 269-7571

A Premium Healthcare Solution
2012 Riverside Drive
Macon, Georgia 31204
Phone: (478) 245-0300/(866) 269-7571

Cobb, Douglas, Fulton, DeKalb, Paulding, Pickens,
Carroll, Gwinnett, Polk, Clayton, Floyd, Whitfield

Clayton, Cobb, DeKalb, Fayette, Fulton, Henry, Carroll
Gwinnett, Coweta, Douglas, Meriwether, Gordon,
Paulding

Bartow, Haralson, Paulding, Cherokee, Clayton, Cobb,
DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry,
Rockdale, Carroll, Coweta, Heard, Bibb, Spalding,
Newton, Monroe, Hall, Floyd, Polk, Troup

Bartow, Cherokee, Cobb, Douglas, Paulding,
Fulton, Fayette, Floyd, Forsyth, Gwinnett, Clayton,
DeKalb, Haralson, Polk, Rockdale, Henry, Newton,
Newton, Spalding

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

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

Henry, Rockdale, DeKalb, Gwinnett, Fulton, Clayton,
Butts, Lamar, Pike, Spalding, Coweta, Meriwether,
Jasper, Walton, Barrow, Clarke, Oconee, Greene,
Bibb, Jones, Monroe, Crawford, Peach, Houston,
Baldwin, Wilkinson, Putnam, Upson, Twiggs, Morgan,
Newton, Fayette

Bibb, Jones, Monroe, Crawford, Peach, Houston,
Wilkinson, Baldwin, Pulaski, Putnam, Hancock,
Johnson, Laurens, Bleckley, Dodge, Dooly, Macon,
Talbot, Schley, Marion, Chattahoochee, Muscogee,

ACE Healthcare
3295 River Exchange Drive, Suite 522
Norcross, Georgia 30092
Phone: 404 966-3331

Advance Care Pediatrics
3525 Piedmont Road, Ste. 415, Bldg. 5
Atlanta, Georgia 30305
Phone: (404) 835-3512

Alliance Pediatric Providers
1512 Rock Quarry Road
Stockbridge, Georgia 30281
Phone: (770) 389-1525

Analia Home Healthcare Services
2365 Wall Street, Suite 230
Covington, Georgia 30013
Phone: (404) 587-0945

All Ways Caring Home Care
2296 Henderson Mill Rd. Ste. 202
Atlanta, Georgia 30345
Phone: (678) 795-9923

Benchmark Homecare
165 Burke Street, Suite 106
Stockbridge, Georgia 30281
Phone: (678) 608-7151

Best Care
229 West General Screvan Road, Suite E
Hinesville, Georgia 31313
Phone: (912) 977-0674

BrightStar Care of Coastal Georgia
1700 Frederica Road, Suite 107

Harris, Troup, Twiggs, Washington, Taylor,

Fulton, Gwinnett, Cobb, DeKalb, Clayton, Cherokee,
Forsyth, Muscogee, Hall, Paulding, Houston, Douglas,
Coweta, Clarke, Carroll, Fayette, Newton, Whitfield,
Floyd, Walton, Rockdale, Barrow, Troup, Spalding,
Bartow, Jackson, Henry

Statewide

Cobb, Fulton, DeKalb, Gwinnett, Clayton, Henry,
Butts, Monroe, Bibb, Bartow, Cherokee, Crisp, Dooly,
Dougherty, Douglas, Jasper, Laurens, Lee, Morgan,
Sumter, Walton, Wilkinson, Baldwin, Forsyth, Jones,
Spalding, Fayette, Houston, Newton, Putnam, Twiggs,
Wilcox, Mitchell, Turner, Irwin, Barrow, Carroll,
Coffee, Bacon, Bleckley, Pulaski, Dodge, Telfair, Jeff
Johnson, Treutlen, Ben Hill, Hancock, Washington,
Coweta, Greene, Gwinnett, Hall, Jackson, Lamar,
Pike, Troup, Upson, Atkinson, Berrien, Colquitt, Cook,
Decatur, Grady, Miller, Pierce, Thomas, Ware, Clarke,
Davis, Oconee, Rockdale, Paulding, Peach

Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton,
Rockdale, Walton, Barrow, Carroll, Clarke, Forsyth,
Newton, Madison, Morgan, Jasper, Butts, Coweta,
Gwinnett, Jackson, Pike, Spalding, Meriwether, Troup,
Oconee, Monroe, Bartow, Cherokee, Dawson, Hall,
Floyd, Lumpkin, Paulding, Pickens, Polk, Gordon
Haralson, Upson, Lamar, Green, Henry

Clayton, Cobb, DeKalb, Douglas, Fulton, Gwinnett,
Paulding, Rockdale, Walton, Henry

Butts, Clayton, Cobb, Coweta, DeKalb, Douglas,
Forsyth, Fulton, Gwinnett, Henry, Lamar, Monroe, Pike,
Rockdale, Spalding, Fayette

Liberty, Bryan, Chatham, Evans, Glynn, Long, Tattnall,
Wayne, McIntosh, Bulloch

Camden, Charlton, Bryan, Glynn, Liberty, Long,
McIntosh, Wayne

St. Simons Island, Georgia 31522
Phone: (912) 638-0638

CSS Healthcare
8896 Tara Boulevard, Suite 500
Jonesboro, Georgia 30236
Phone: (770) 210-0631

Cater Home Health Care, Inc.
2183 Salem Road, Suite A
Conyers, Georgia 30013
Phone: (770) 648-7532

Chadon Health Service
2180 Satellite Boulevard, Ste 400
Duluth, Georgia 30097
Phone: (770) 575-0547

ChyChy's Healthcare
6867 South Sweetwater Road, Unit B
Lithia Springs, Georgia 30122
Phone: (678) 855-6522

CKCG Healthcare Services, Inc.
5995 Oakbrook Parkway, Suite B
Norcross, Georgia 30093
Phone: (770) 209-9998

CONCOH Healthcare
1543 Lilburn-Stone Mountain Road
Stone Mountain, Georgia 30087
Phone: (770) 875-2759

Diversified Private Homecare
145 McIntosh Place Drive
Fayetteville, Georgia 30214
Phone: (404) 993-1270

Emerald Healthcare System

Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette,
Fulton, Gwinnett, Henry, Rockdale, Spalding

Henry, Jackson, Newton, Butts, Spalding, Butts, Fulton,
Carroll, Clayton, Coweta, Heard, Lamar, Meriwether,
Troup, Upson, Barrow, Clarke, Elbert, Greene, Fayette
Jasper, Madison, Morgan, Oconee, Oglethorpe, Pike,
Rockdale

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

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

Clayton, Cobb, DeKalb, Fulton, Gwinnett, Rockdale,
Troup, Meriwether, Fayette, Spalding, Henry, Coweta,
Douglas, Paulding, Cherokee, Banks, Dawson, Forsyth,
Franklin, Habersham, Hall, Barrow, Clark, Jasper,
Newton, Oconee, Walton, Carroll, Morgan

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

Clayton, Cobb, Coweta, Fayette, Douglas, Muscogee,
DeKalb, Gwinnett, Henry, Paulding, Rockdale,
Bibb, Houston, Monroe, Fulton, Bulloch, Peach,
Oglethorpe, Cherokee, Franklin, Forsyth, Macon

Fayette, Fulton, Franklin, Forsyth, Coweta, Lamar,

101 Beckett Lane Ste. 302
Fayetteville, Georgia 30214
Phone: (678) 519-0325

Entegrity Homecare Solutions
534 Flint Trail, Suite A
Jonesboro, Georgia 30236
Phone: (770) 731-1116

Excelcare by Divinee
284 Somersby Drive
Dallas, Georgia 30157
Phone: (770) 443-2273

Exceptional Community Services
304 East Church Street
Monroe, Georgia 30655
Phone: (404) 732-7002

Georgia NurseCare
3441 Cypress Mill Road, Suite 201
Brunswick, Georgia 31520
Phone: (912) 264-0040

Giles Holdings International
260 18th Street
Atlanta, Georgia 30363
Phone: (404) 771-9133

Greenline Health Services
570 North Jeff Davis Drive
Fayetteville, Georgia 30214
Phone: (678) 885-9765

H2 Homecare
119 Griffin Street
McDonough, Georgia 30253
Phone: (770) 250-0355

Health Force of Georgia

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

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

Paulding, Polk, Bartow, Floyd, Cobb, Douglas,
Haralson, Fulton, DeKalb

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

Glynn, Camden, McIntosh, Ware, Wayne, Brantley,
Bacon, Long, Appling, Coffee, Bryan, Charlton, Clinch,
Atkinson, Jeff Davis, Pierce, Toombs, Tattnell, Evans,
Chatham, Candler, Liberty

Carroll, Cherokee, Cobb, DeKalb, Douglas, Fayette,
Fulton, Gwinnett, Habersham, Hall, Henry, Pike,
Rockdale, Spalding, Richmond

Baldwin, Bibb, Butts, Carroll, Clayton, Crawford, Cobb,
Coweta, Douglas, DeKalb, Fulton, Fayette, Gwinnett,
Harris, Heard, Henry, Houston, Jones, Lamar,
Monroe, Muscogee, Paulding, Pike, Rockdale, Spalding,
Troup, Peach, Pulaski, Putnam, Upson, Wilkinson,
Meriwether

Bartow, Butts, Carroll, Cherokee, Clayton, Cobb,
DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett,
Henry, Jackson, Jasper, Lamar, Meriwether, Morgan,
Muscogee, Newton, Paulding, Pike, Putnam, Rockdale,
Spalding, Upson, Troup, Walton, Bibb, Barrow, Clarke,
Coweta, Heard, Harris, Jones, Monroe, Oconee, Polk
Floyd, Hall, Haralson

Barrow, Cherokee, Clayton, Cobb, Coweta, DeKalb,

3301 Buckeye Road, Suite 103
Atlanta, Georgia 30341
Phone: (770) 458-8500 ext. 706

Health Source Agency
110 Eagle Spring Drive, Suite D
Stockbridge, Georgia 30281
Phone: (678) 961-5718

Heavenly Sunshine Health Services
1137 Cedar Shoals Drive, Bldg. 1
Athens, Georgia 30605
Phone: 706 549-2289

HomeNurse, Inc.
2920 North Expressway
Griffin, Georgia 30223
Phone: (678) 884-1464
(888) 948-1919

Kindtouch Healthcare Service
690 Hillcrest Road, Ste. 400
Lilburn, Georgia 30047
Phone: (470) 545-1629

Lorddys Healthcare
3800 Highlands Parkway
Smyrna, Georgia 30082
Phone: (678) 412-4000

Marvest Homecare
3951 Mountain Way Cove
Snellville, Georgia 30039
Phone: (404) 710-4502

Maxim Healthcare Services
2743 Perimeter Pkwy. Bldg. 200, Suite 110
Augusta, Georgia 30909
Phone: (706) 619-2058

Mercyland Services

Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall,
Newton, Paulding, Rockdale, Spalding, Walton, Henry

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,
Rockdale, Spalding, Talbot, Troup, Upson, Walton,
Putnam

Barrow, Clarke, Elberton, Greene, Hart, Jackson,
Madison, Monroe, Morgan, Oconee, Oglethorpe
Putnam, Walton

Baldwin, Bibb, Bleckley, Butts, Carroll, Chattahoochee,
Clay, Clayton, Coweta, Crawford, Crisp, DeKalb,
Dougherty, Douglas, Fayette, Fulton, Gwinnett, Harris,
Heard, Henry, Houston, Jasper, Jones, Lamar, Lee,
Marion, Meriwether, Monroe, Muscogee, Newton,
Pike, Pulaski, Putnam, Quitman, Randolph, Schley,
Spalding, Stewart, Sumter, Talbot, Taylor, Troup,
Twiggs, Upson, Webster, Wilkinson, Dooly, Macon,
Peach

Rockdale, DeKalb, Cobb, Gwinnett,
Clarke, Jackson, Hall, Habersham, Cherokee, Floyd
Gwinnett, Barrow, Clayton, DeKalb, Forsyth, Fulton,
Newton, Rockdale, Walton, Cobb, Dawson, Henry,
Jackson, Habersham, White, Hall

Barrow, Butts, Carroll, Cherokee, Clayton, Cobb,
DeKalb, Douglas, Fayette, Forsyth, Fulton, Gordon,
Gwinnett, Hall, Haralson, Henry, Jasper, Muscogee,
Paulding, Putnam, Rockdale, Spalding, Whitman,
Coweta, Troup, Newton

Forsyth, Gwinnett, DeKalb, Fulton, Cobb, Hall,
Fayette, Cherokee, Douglas, Clayton, Walton, Rockdale

Baldwin, Burke, Clarke, Columbia, Elbert, Glascock,
Hancock, Jenkins, Jefferson, Johnson, Lincoln, Madison,
Morgan, McDuffie, Oconee, Wilkes, Oglethorpe,
Richmond, Screven, Taliaferro, Warren, Washington,
Long, McIntosh, Glynn, Bulloch, Tattnall, Bryan,
Effingham Greene, Putnam, Wayne, Chatham,

Barrow, Bartow, Cobb, Cherokee, Carroll, Clayton,

4760 Austell Road, Suite 6
Austell, Georgia 30106
Phone: (770) 574-4613/ After hrs: (770) 292-0532

New Generations Health Services
1065 Jodeco Road
Stockbridge, Georgia 30281
Phone: (678) 565-5913 (ext. 1240)

Next Step Healthcare Services
195 Northern Oaks Drive
Fayetteville, Georgia 30214
Phone: (404) 822-2830

Omni Healthcare Services
6472 East Church Street, Ste 239
Douglasville, Georgia 30134
Phone: (678) 637-6249

Optimum Pediatric Services
2058 Reserve Parkway
McDonough, Georgia 30253
Phone: (888) 668-7311

Partnership for Health Healthcare
3589 Herschel Road
Atlanta, Georgia 30337
Phone: (404) 792-9900

Aveanna Healthcare
2935 North Ashley Street, Suite 120
Valdosta, Georgia 31602
Phone: (229) 316-1102

Aveanna Healthcare
2420 Double Churches Road, Suite B
Columbus, Georgia 31909
Phone: (706) 322-3693

Providence Care, Inc.
216 West Broad Street, Suite B
Fairburn, Georgia 30213

Douglas, Fulton, Fayette, Forsyth, Gwinnett, Henry,
Newton, Spalding, Paulding, Rockdale, Walton, DeKalb,
Haralson

Barrow, Carroll, Clarke, Dougherty, Lee, DeKalb,
Gwinnett, Harris, Jasper, Lamar, Macon, Newton,
Richmond, Spalding, Taylor, Upson, Walton, Bartow,
Coweta, Clayton, Douglas, Forsyth, Green, Hancock,
Jefferson, Laurens, Meriwether, Oconee, Peach,
Sumter, Telfair, Washington, Butts, Crawford, Cobb,
Fulton, Henry, Jones, Lee, Monroe, Oglethorpe, Pike,
Warren, Bleckley, Crisp, Cherokee, Houston, Johnson,
Muscogee, Morgan, Putnam, Pulaski, Troup, Wilkinson
Fayette, Paulding, Rockdale, Dodge, Twiggs,

Cherokee, Coweta, Henry, Douglas, Fayette, DeKalb,
Clayton, Cobb, Gwinnett, Fulton

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

Barrow, Bibb, Butts, Cherokee, Clayton, Cobb, DeKalb,
Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry,
Macon, Monroe, Morgan, Newton, Rockdale, Spalding,
Walton, Coweta, Houston, Meriwether, Troup, Jones,

Clayton, Cobb, DeKalb, Douglas, Fayette, Cherokee,
Fulton, Gwinnett, Henry, Rockdale, Butts, Carroll,
Barrow, Newton, Walton, Forsyth, Hall, Greene,
Morgan

Turner, Ben Hill, Irwin, Coffee, Berrien, Miller,
Mitchell, Cook, Colquitt, Lanier, Clinch, Seminole,
Grady, Thomas, Brooks, Lowndes, Echols, Atkinson,
Decatur,

Hear, Troup, Meriwether, Harris, Muscogee,
Chattahoochee, Marion, Schley, Stewart, Webster,
Quitman, Randolph, Terrell, Calhoun, Early, Baker

Baldwin, Bibb, Butts, Carroll, Cherokee, Clayton,
Calhoun, Cobb, Coweta, DeKalb, Douglas, Floyd,
Fayette, Fulton, Gwinnett, Houston, Henry, Jones,

Phone: (404) 931-7854

Aveanna Healthcare
4408 Columbia Road, Suite 100
Augusta, Georgia 30907
Phone: (706) 868-6543

Aveanna Healthcare
23 Chatham Center South, Suite B
Savannah, Georgia 31405
Phone: (912) 961-1017

Aveanna Healthcare
3312 Northside Dr. Suite C161
Macon, Georgia 31210
Phone: (478) 841-2772

Aveanna Healthcare
6075 The Corners Pkwy., Suite 212
Peachtree Corners, Georgia 30092
Phone: (770) 263-6373

Aveanna Healthcare
81 Peeples Valley Road SE, Suite 103
Cartersville, Georgia 30121
Phone: (770) 383-4629

Pediatric Care Providers
1103 Tree Corners Parkway

Lamar, Meriwether, Monroe, Peach, Pike, Rockdale,
Spalding, Troup, Twiggs, Barrow, Clarke, Forsyth,
Madison, Morgan, Oglethorpe, Paulding, Walton, Upson

Richmond, Burke, Elbert, Columbia, Glascock, Hart,
Hancock, Lincoln, Jefferson, McDuffie, Taliaferro,
Wilkes, Washington, Greene, Warren

Appling, Atkinson, Bacon, Baldwin, Ben Hill, Berrien,
Bibb, Bleckley, Brantley, Bryan, Bulloch, Burke,
Candler, Charlton, Chatham, Clarke, Clinch, Coffee,
Columbia, Echols, Effingham, Elbert, Emanuel, Evans,
Forsyth, Glascock, Glynn, Greene, Irwin, Jackson, Jeff
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
Camden, Dodge, Floyd, Davis

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,
Houston, Irwin, Jasper, Jeff Davis, Johnson, Jones,
Lanier, Laurens, Lowndes, Macon, Miller, Mitchell,
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, Hancock,
Lamar, Monroe

Banks, Barrow, Bartow, Catoosa, Cobb, Cherokee,
Clayton, Coweta, Dade, Dawson, Douglas, Elbert,
Fayette, Floyd, Forsyth, Franklin, Fulton, Gilmer,
Gwinnett, Hall, Habersham, Haralson, Hart, Henry,
Lumpkin, Madison, Morgan, Murray, Newton, Oconee,
Oglethorpe, Paulding, Pickens, Rabun, Rockdale,
Stephens, Towns, Union, Walker, Walton, White,
Whitfield, Clarke, Fannin, Gordon, Jackson, Polk,

Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade,
Floyd, Gilmer, Gordon, Murray, Polk, Paulding,
Walker, Whitfield, Fannin, Pickens

Henry, Gwinnett, Cobb, Douglas, Barrow, Fayette,
Fulton, Clayton, Paulding, DeKalb, Bartow, Elbert,

Norcross, Georgia 30092
Phone: (404) 720-0959

Alpha Omega Staffing
2655 Daniel Park Run
Dacula, Georgia 30019
Phone: (678) 720-3164

CCENO Home Healthcare
5745 Wendy Bagwell Parkway, Suite 1
Hiram, Georgia 30141
Phone: (770) 693-9465

Complete Access Services
2481 Hurt Road, Suite E
Marietta, Georgia 30008
Phone: (678) 540-5390

Aveanna Healthcare
1691 Phoenix Boulevard, Suite 212
Atlanta, Georgia 30349
Phone: (770) 810-6922

A Supreme Nursing and Homecare
3831 Lakehaven Way
Atlanta, Georgia 30349
Phone: (678) 224-5971

Bacchus Private Home Care
4925 Bridle Point Parkway
Snellville, Georgia 30039
Phone: (404) 468-7130

Member's Choice Healthcare
3341 Thornewood Drive
Atlanta, Georgia 30340
Phone: (404) 632-0285

(Rev 06/2024)

Butts, Carroll, Cherokee, Clarke, Coweta, Forsyth,
Hall, Hart, Jackson, Newton, Oconee, Pickens,
Rockdale, Spalding, Walton, White

Barrow, Cherokee, Cobb, Dawson, Douglas, DeKalb,
Forsyth, Gwinnett, Hall, Rockdale

Fulton, DeKalb, Cobb, Gwinnett, Clayton, Douglas,
Fayette, Henry, Cherokee, Rockdale, Paulding,
Bartow, Gordon, Pickens, Jackson, Barrow, Walton,
Hall, Forsyth, Dawson, Carroll, Coweta, Spalding, Butts

Fulton, Floyd, DeKalb, Cobb

Carroll, Clayton, Coweta, DeKalb, Douglas, Fayette,
Harris, Heard, Henry, Marion, Meriwether, Morgan,
Muscogee, Newton, Pike, Rockdale, Talbot, Taylor,
Upson, Fulton, Troup

Cobb, Douglas, Paulding, Clayton, Fulton, DeKalb,
Carroll

Gwinnett, Rockdale, DeKalb, Monroe, Newton,
Douglas, Fulton, Clayton, Cobb, Putnam, Henry

DeKalb, Gwinnett, Cobb, Fulton, Henry, Rockdale,
Clayton, Fayette

Appendix R
Adherence To GAPP/Medicaid Policy

A. 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 compiled on a quarterly basis for both Providers and the Department review.

Appendix S
GAPP Transfer Request Form

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 Submission: _____

Reason for Transfer: _____

Receiving GAPP Agency: _____

Date of DMA 80Submission: _____

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 T
GAPP SHARED HOURS REQUEST FORM
(Attach this form to the Agency's 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 transferring hours.

Appendix U
Physician Plan of Treatment
*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:

<u>Medication</u>	<u>Dosage</u>	<u>Route</u>	<u>Frequency</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

PRN:

<u>Medication</u>	<u>Dosage</u>	<u>Route</u>	<u>Frequency</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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:

Physicians must submit any office notes to support medical necessity of hours requested.

Physician’s Signature: _____ Date: _____

Printed Name: _____

Appendix V
Caregiver Attestation Form for Transfer of Member and/or Shared Hours

A. 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:

Appendix W
Seizure Observation Log

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

Appendix X

Behavioral Support Aide Services

A. General

Effective 4/1/2023, the Department added the option to apply for Behavioral Support Aides Services under the Georgia Pediatric Program (GAPP).

Behavioral Support Aides Services are provided to eligible members and will require prior authorizing based on medical necessity. Behavioral Support Aides provide one-on-one, face-to-face behavior management interventions and stabilization services in home or community settings designed to teach and reinforce behavioral goals through training and direct support. These services are a combination of learning based on systemic interventions and strategies to assist the individual with the management of challenging behaviors that interfere with activities of daily living, social interactions, work, or similar situations with the outcome of the individual learning new skills and reducing or replacing problem behaviors. Services are authorized for individuals whose challenging behaviors are dangerous or disruptive and present a risk to the health and safety of the individual, their peers, and others with a level of interruption to daily activities and community integration.

A Positive Behavior Support Plan is used to address challenging behaviors that occur with interventions tied to specific goals and objective(s). The purpose of a Behavior Support Plan is to improve behaviors.

B. Services

Behavior Support Aides Service delivery includes structured tasks that consist of a comprehensive functional behavioral assessment of challenging behavior(s). The comprehensive functional behavioral assessment consists of direct observation, data collection, analysis, graphing, and development of a behavior support plan. The results of the comprehensive functional behavioral assessment are used as the foundation of the Positive Behavior Support Plan and allows the practitioner to provide competency-based training to identified professional and supervisory staff responsible for training direct support staff/informal care providers. The behavior support plan will undergo routine review of behavior plan efficacy and adjustments to the plan will be made based on review findings. These services are provided in settings where problem behaviors occur that may include residential or other community settings including, but not limited to, an individual's home, behavior support aide's office, outpatient clinics/facilities in which Community Access Services or Prevocational Services are provided, or Support Employment work sites.

Exclusion: Please note that the school setting is not allowed since it would be duplicative of requirements of the IDEA Act.

Exclusion: Family Care Option is not available for behavioral Health Aide Services.

Behavioral Support Aide Services are provided to eligible members based on medical necessity. Behavioral Support Aides utilize clinically validated practices to identify functions of target behaviors. Behavioral Support Aides monitor the member's behavior, assist with crisis intervention, provide social skills training, prevent the occurrence of problem/challenging behaviors, utilize crisis intervention strategies, teach appropriate functionally equivalent replacement behavior, react therapeutically to problematic behavior, and assess the success of the intervention through progress monitoring. Family support services aid the parent/primary caregiver with knowledge and skills to address specific behavioral and/or developmental treatment needs.

C. Staff Qualifications

The service provider must engage qualified and experienced staff to render services in accordance with currently accepted standards of medical practice.

The following practitioner types are authorized to provide Behavioral Support Aide Services under an approved prior authorization.

- i. Registered Behavior Technician (RBT):
Paraprofessional who implements the service plan under supervision of a Board-Certified Behavior Analyst (BCBA/BCBA-D) or Certified Assistant Behavior Analyst (BCBA)
Education and Training Requirements: High School Diploma or Equivalent and Completion of 40 hours RBT training course. Must be supervised by a Board Certified Behavior Analyst (BCBA/DCBA-D) or a Certified Assistant Behavior Analyst (BCBA).
- ii. Certified Nursing Assistant (CNA), trained by a BCBA:
Education and Training Requirements: Certified Nursing Assistance Certificate 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).
- iii. Supervision (Effective July 1, 2023)
RBT must be supervised by either a BCBA/BCBA-D

D. Prior Approval

The Alliant Health Solutions Medical Review Team is responsible for reviewing prior approval for Behavioral Support Aides Services. The Medical Review Team will approve or deny admission for Behavioral Support Aides Services utilizing the policies as established by the Department.

The following documents are required to be completed as part of the application for Behavioral Support Aides Services:

- i. Behavior intervention plan:
 - 1. Written by the BCBA overseeing the behavior support services
 - 2. Background information
 - a) Demographic information
 - b) Diagnostic history
 - c) Medical history/medications
 - d) Living situation
 - e) School information
 - (i) If member is school-aged and not in school, include justification or rationale on why member is not in school.

- f) Other services/schedule of other services
- 3. Functional behavior assessment
 - a) Identification of target behaviors
 - b) Operational definitions for all behaviors
 - c) Function(s) of the behaviors
 - d) Treatment strategies
 - (i) Antecedent strategies
 - (ii) Consequence strategies
 - (iii) Protocol for how RBT/CNA is responding to instances of behavior
- 4. Behavior reduction goals
 - a) Baseline data
 - (i) Baseline is a data measurement that is collected prior to intervention that provides a starting point for comparison. This data must be measurable and indicate the member's initial of responding directly related to treatment plan goals.
 - b) Mastery criteria
- 5. Behavior reduction graphs
 - a) Graphs must include initial baseline, and graphic display of progress since the intervention was initiated. Interventions over long periods of time should be consolidated to weekly/monthly/ etc. units of measurement or otherwise adjusted to be all inclusive of data collected.
 - b) Phase change lines or other indicators should be used to separate baseline data from intervention data as well as any changes to the intervention and/or varying levels of service.
 - c) Maximum number of three (3) behaviors or targets on a single graph.
- 6. Replacement behavior goals
 - a) Baseline data
 - b) Mastery criteria
- 7. Skill acquisition goals specifically related to the problem behavior
 - a) Activities of daily living

- b) Social interactions
- c) Employment (if applicable)

8. Skill acquisition graphs

- a) All graphs must be legible with the x axis (horizontal) of the line graph labeled with session dates and the y axis(vertical) of the line graph providing the quantifiable measurement of the behavior that was recorded.
- b) The line graph should be in a ratio of 2:3 (i.e., If the y axis is 4 inches, the x axis should be 6 inches).
- c) Condition labels and legends should be utilized when more than one goal is being graphed.
- d) Maximum number of three (3) behaviors or targets on a single graph.

9. Reinforcement assessment

- a) Identification of preferred items and activities
- b) Schedule of reinforcement

10. Caregiver goals directly related to the problem behavior, not attendance or participation

- a) Baseline data
- b) Mastery criteria

ii. Monthly fidelity checks

- 1. Should be conducted for all behaviors targeted for reduction and for replacement behaviors
- 2. Description of procedures observed
- 3. Date, location, start and end times

iii. Coordination of care with other providers

- 1. ABA provider
- 2. Speech therapist
- 3. Occupational therapist

iv. Crisis plan

v. Transition plan

vi. BCBA signature

- vii. Psychological diagnostic evaluation
- viii. Letter of Medical Necessity/Referral/RX

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

E. Documentation Requirements

All Behavior Support Aides Service Providers must document the following in the record of each individual receiving behavioral support aide's services:

- i. Specific task/activity or assistance provided including assessment, plan development,
- ii. intervention and methods outline, data tracking methods, analysis and intervention
- iii. Date, beginning and ending time when the service was delivered.
- iv. Location where the service was delivered.
- v. Description of behaviors in observable, measurable terms with frequency, precipitating events, and tracking methods.
- vi. Progress toward individual goal(s) and desired outcome(s) in the individual's behavioral plan.
- vii. Description of outcomes specific to each intervention to include, but not limited to, behavioral changes, ability to increase community integration, acquisition of new skills, improvement in quality of life or other positive outcomes.
- viii. Attestation of service delivery through signature and legible printed first and last name and title/description of in person providing the service.

F. Reimbursement

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) will be sent to the provider agency.

Notification will also be forwarded regarding disapproval of services through certified mail to the member's legal guardian. The provider agency will receive notification through the web port and the member's physician will be notified by regular mail.

Codes and rate of reimbursement for behavioral support aides' services:

Billing Code	-	S9122 U1
Rate of Reimbursement	-	\$6.63 per 15-minute unit