



CMO Updates



Presented by:

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YouTube Live Recording: <https://youtu.be/6MzKy2D8fLs>

For access to this presentation, please visit: www.mmis.georgia.gov > Provider Information > Provider Notices > "Presentation - Georgia Medicaid Fall Fair 2022 - CMO Updates"

November 2, 2022



Mission:

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.



Purpose:

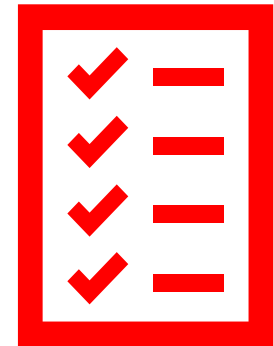
Shaping the future of A Healthy Georgia by improving access and ensuring quality to strengthen the communities we serve.

Agenda

Welcome

Presentations:

- CareSource
- Peach State
- Amerigroup



Q & A Panel





GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CareSource



Partnerships *with Heart*


CareSource®



Our **MISSION**

To make a lasting difference in our members' lives by improving their health and well-being.

Transforming **lives** through innovative **health** and **life** services.

CARESOURCE

- ♥ A nonprofit health plan and national leader in Managed Care
- ♥ 30-year history of serving the low-income populations across multiple states and insurance products
- ♥ Currently serving 2.3 million members in Georgia, Arkansas, Kentucky, Ohio, Indiana, and West Virginia

2.3M
members





Our COMMITMENT

We will always put
people over profit.

- ♥ Serving members across the continuum of government programs, **coordinating care** as their eligibility changes
- ♥ **Comprehensive, member-centric models of care** to address our entire population's health and social needs
- ♥ **Help members navigate** through daily life challenges and obstacles
- ♥ **Local** presence and support
- ♥ **Active** in the communities we serve

As a **non-profit, member-centric company**, we are accountable to our members and the communities we serve - not shareholders.

Local Georgia team near you

- ♥ Market headquarters in **Atlanta**
- ♥ Local satellite office in **Savannah**

Local support teams include:

- ♥ Health Partner Engagement
- ♥ Community Education
- ♥ Case Management
- ♥ Job Connect & Life Services
- ♥ Utilization Management



CARESOURCE

BEHAVIORAL HEALTH

SERVICES AND RESOURCES

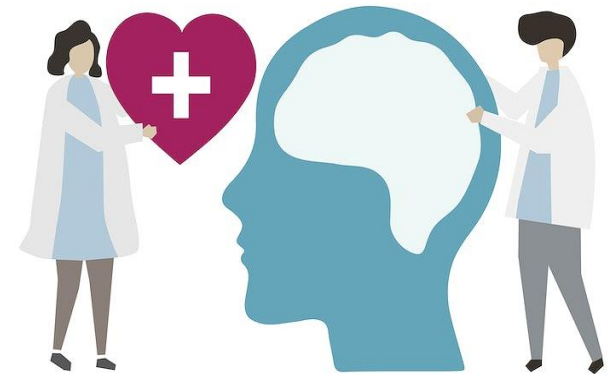
Behavioral Health Services

- ❖ **Inpatient** – psychiatric, crisis stabilization units (CSU)
- ❖ **Psychiatric Residential Treatment Facility (PRTF)** – Live-in recovery treatment for mental illness or drug dependence for ages 21 and younger
- ❖ **Partial Hospitalization (PHP)** – a treatment program typically 5 days week/4-5 hours per day includes individual, family, group and/or med evaluations
- ❖ **Intensive Outpatient (IOP)** – a treatment program from PHP, typically 3 days per week/3 hours per day includes individual, and group therapy
- ❖ **Outpatient** – office based, community, in-home (ex: intensive family intervention-IFI, Intensive Customized Care Coordination-IC3), individual, family, group, peer support services, assessments, and evaluations
- ❖ **ASD** – Autism Spectrum Disorder
- ❖ **Addiction Services** – Treatment options to help with dependence : Therapy, Medication Assisted Treatment (MAT), Detoxification
- ❖ **Telehealth** – a convenient option for care, no cost to use and removes stress of needing transportation;
- ❖ **Pilot Programs** – related to SED (Severe Emotional Disturbance), Suicide Prevention, and ER Diversion



Behavioral Health Resources

- ❑ **MyStrength:** is a safe and secure tool for members 13 years of age and up; personalized support to help improve moods, strengthen mind, body and spirit
- ❑ **CareSource24 Nurse Advice Line:**
toll-free 24/7, 365 days a year at: **1-844-206-5944**
- ❑ Visit [MyStrength \(https://bh.mystrength.com/caresource\)](https://bh.mystrength.com/caresource) to sign up
- ❑ CareSource addiction hotline: call **1-833-674-6437**



Referrals for Case Management:

- Call Member Services: **1-855-202-0729**
(TTY: 1-800-255-0056 or 711) M-F 7 a.m. – 7 p.m.
- <https://www.caresource.com/ga/plans/medicaid/benefits-services/care-disease-management/>
- Referral Form: <https://secureforms.caresource.com/en/caremanagementreferral/>



CareSource Care Day

Goals: To engage members and providers to close care gaps

- Personal Protective Equipment on standby
- Back to School Supplies/Bubble Wands/Blow Up Microphones/giveaways
- Fire & Police Trucks
- Food/Ice Cream/Kona Ice Trucks/Popcorn/Cotton Candy
- Interactive Games (Corn Hole/Connect 4/Giant JENGA/Bowling/Cone & Letter Toss, and much more)
- Team up with vendors on other activities.
- Rewards to members



All hands on deck so all ideas and volunteerism welcomed!!!



CareSource Life Services[®]

2022



- Life Services
- Georgia Team
- Referral Information

Confidential & Proprietary


CareSource[®]

Our Team



We have a team committed to finding opportunities and encouraging Life Services members to reach their goals. This team works together to serve all program participants.

MEMBER FOCUSED

Life Coach

Provides one-on-one coaching and development to participants

Engagement Specialist

Manages hotline and process referrals to support enrolling members into the program



COMMUNITY FOCUSED

Life Service Manager/Director

Builds and manages relationships with local community organizations and employers who are interested in supporting CareSource Members.

State Housing Lead

Manages statewide housing partnerships

Life Services = CareSource Social Determinants of Health (SDoH) Brand



Health related social needs are found where people live, learn, work and socialize; they impact health outcomes.

Clinical + Behavioral Health

Workforce
Development

Health Equity



Housing

Food and Nutrition

Community Based Organizations & Partnerships

How to reach our Life Services Team?



Life Services is available to CareSource members at least 16 years of age or a parent or guardian of a CareSource member in Georgia

Email us: LifeServicesGeorgia@CareSource.com

Website: <https://secureforms.caresource.com/en/LSRInfo/GA>

Phone: 1-844-607-2828

Our Member Engagement Specialist will help get the answers and/or information you need



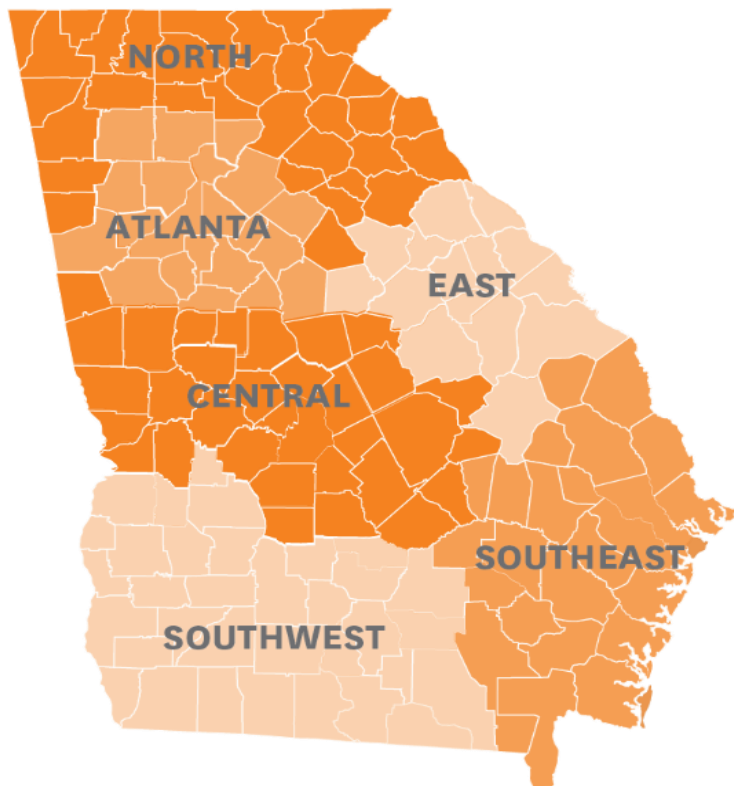
GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Peach State Health Plan



Georgia Medicaid Fair

November 2, 2022

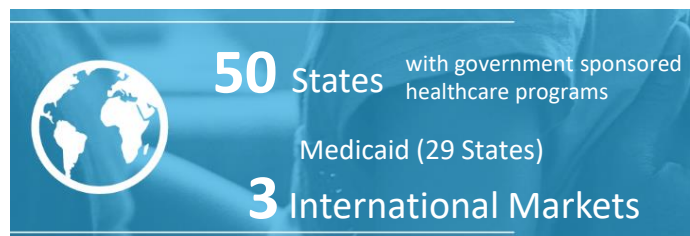


668 Local Employees

Care Management
Organization (CMO) since
2006

Subsidiary of **CENTENE**[®]
Corporation

1,029,259 Medicaid Members



50 States with government sponsored
healthcare programs
Medicaid (29 States)
3 International Markets



Individual and Family Support

Peach Cares Events- This initiative is one that was just created this year in an effort to meet the needs of our community during the changing times. As such, we assemble and distribute care boxes that include not only toothpaste, toothbrushes, bars of soap, hand sanitizer and toilet paper, but may also include laundry detergent, fabric softener, batteries, lotion or other items that may be targeted towards a specific community or requested need. These have been extremely well received and has transitioned into a year-round initiative, as opposed to seasonal.

On-Going Initiatives:

Back to School- Our Back to School events dates back many years and take on many variations, all of which however, consist of distributing back to school supplies to school aged children across the state of Georgia. These supplies include spiral notebooks, scissors, rulers, glue sticks, crayons, colored pencils, yellow pencils, pens, calculators, folders, pencil cases, pencil sharpeners, as well as the drawstring bags themselves. Our Back to School events can be stand alone, in which we host a community-wide event and invite outside partners, to include a DJ, snacks that include water and ice along with other activities; in conjunction with a local organizer/community partner; or partnering with a local school and creating a targeted campaign with a particular grouping of children (as we just hosted with Campbell Elementary School in Atlanta, GA in which some of our senior leaders, including Urcel Fields, were able to come out and join in).

Community Outreach



Community Outreach Cont.



Food

Holiday Give Back Campaigns- Our Holiday Giveback Campaigns take place during the Thanksgiving and Christmas holidays, and have taken shape in various forms. Historically, we have utilized the Thanksgiving time period to partner with other like-minded organizations to give out turkeys and other food items to members of the general community within all of the six regions. During the Christmas holidays we continue to partner with outside organizations to provide food items to the community, as well as create an fun atmosphere for children by providing hot chocolate and cookies during visits to child care facilities and provider offices. Food and the need for food has always been a critical need. Therefore, this component is also integrated into a lot of other year-round events, such as Back- to-School, Community events, and Wellness events, which allow us to ensure that the distribution of food items is also incorporated- whether it be directly by PSHP, or by way of ensuring that another organization (such as the Atlanta Food Bank) is on-site to fulfill that need.

Education

New Member Meeting's- The events are held monthly either virtually or in-person in each of the local regions (N, SW, SE, Central, East and Metro Atlanta) with a primary goal of helping the members understand their new health plan and benefits. Accordingly, these are geared to new members as part of their onboarding process and information provided includes education of the Member Portal, how to choose a PCP and PCD, utilizing the VAB's and benefits, as well as assisting the members in completing their Health Risk Assessment forms (HRA's).



Conversations with Peach State- This is another educational forum in which a Community Rep rep sets up an information table at a local Federally Qualified Health Center, provider office, WIC or government office, child care location, farmer's market, or other community-wide location thereby allowing members of the public to have one-on-one access to the Community Relations Rep. Brochures and information is available to the member or prospective, and our reps are available to answer any and all questions within scope.



Scale of Operations



Member Engagement (Call Center)

- Monthly Average – 33,079; **YTD (Jan – Sept) 282,016**
- 88.2% Answered in 30 seconds
- Average speed to answer – 12 seconds
- Abandonment rate – 1.1%
- Quality: 94.8%

Provider Engagement (Call Center)

- Monthly Average – 20,435; **YTD (Jan – Sept) 183,912**
- 83.9% Answered in 30 seconds
- Average speed to answer – 23 seconds
- Abandonment rate – 1.4%
- Quality: 95.3%

Case Management Programs

Initiatives for Prenatal and Postpartum Care

- Expectant Moms who complete prenatal visit within 42 days of notification of pregnancy receives \$100 gift card which can be used to pay for utilities, groceries, transportation, and childcare services
- Mom's Meals provides nutritional counseling and 2 meals per day/4 weeks for pregnant women experiencing social determinants of health needs (i.e., food insecurities, financial insecurities) and chronic medical conditions such as gestational or Type 1/Type II Diabetes to improve health outcomes
- New Moms who complete postpartum visits between the 7th and 84th day post-delivery receives \$100 gift card which can be used to pay for utilities, groceries, transportation, and childcare services
- Peach State hosts quarterly baby showers throughout the state to provide members with information on prenatal and post-delivery care. Members also have a chance to be a part of a raffle and win prizes up to \$300: Diapers, baby monitor, and electric breast pump



Case Management Cont.

Outreach Efforts for Prenatal Care

The Start Smart For Your Baby® (SSFB) Text & Email Program: is a component of our comprehensive Start Smart for Your Baby program. The Text & Email Program aims to improve maternal and infant health by providing timely health information, resources and reminders to members during their pregnancy and six months after birth. Specifically, the program’s goals are to promote breastfeeding and increase prenatal, postpartum and infant well-child visit compliance



HROB Care Management Program: all eligible pregnant member’s receive outreach calls for completion of OB screening for early identification of pregnant women who are at risk for adverse birth outcomes with the goal of early engagement into SSFB program and high risk OB case management program. Early intervention and supportive care management can improve maternal and infant health. The low birth weight (LBW) model uses claims, eligibility files, Notification Of Pregnancy, and Social Determinants Of Health data. This data helps identify pregnant members at risk of having a low birth weight baby.

Initiatives for Behavioral Health Care

- Georgia Choose Tomorrow-suicide prevention program



Comprehensive Behavioral Health Provider Network

Comprehensive Statewide Network

- **Tier one:** safety net providers
- **Tier two:** comprehensive community-based rehabilitation service providers
- **Tier three:** specialty providers such as Peer Support, Assertive Community Treatment, Intensive Family Intervention, Medication Assisted Therapy and Care Management
- Applied Behavior Analysis Certified Providers – Autism Spectrum Disorder network
- GA Licensed Psychiatrist, Psychologist and Masters Level Therapist
- Integrated Federally Qualified Health Centers and PCPs offices
- School Based Clinics and Counseling
- Telemedicine presentation sites and dedicated Telehealth Network – **Brave Health**
- Free standing psychiatric hospitals, Psychiatric Residential Treatment Programs, Crisis Stabilization Units, Med-surge Psychiatric Units, Partial Hospitalization and Intensive Outpatient programs

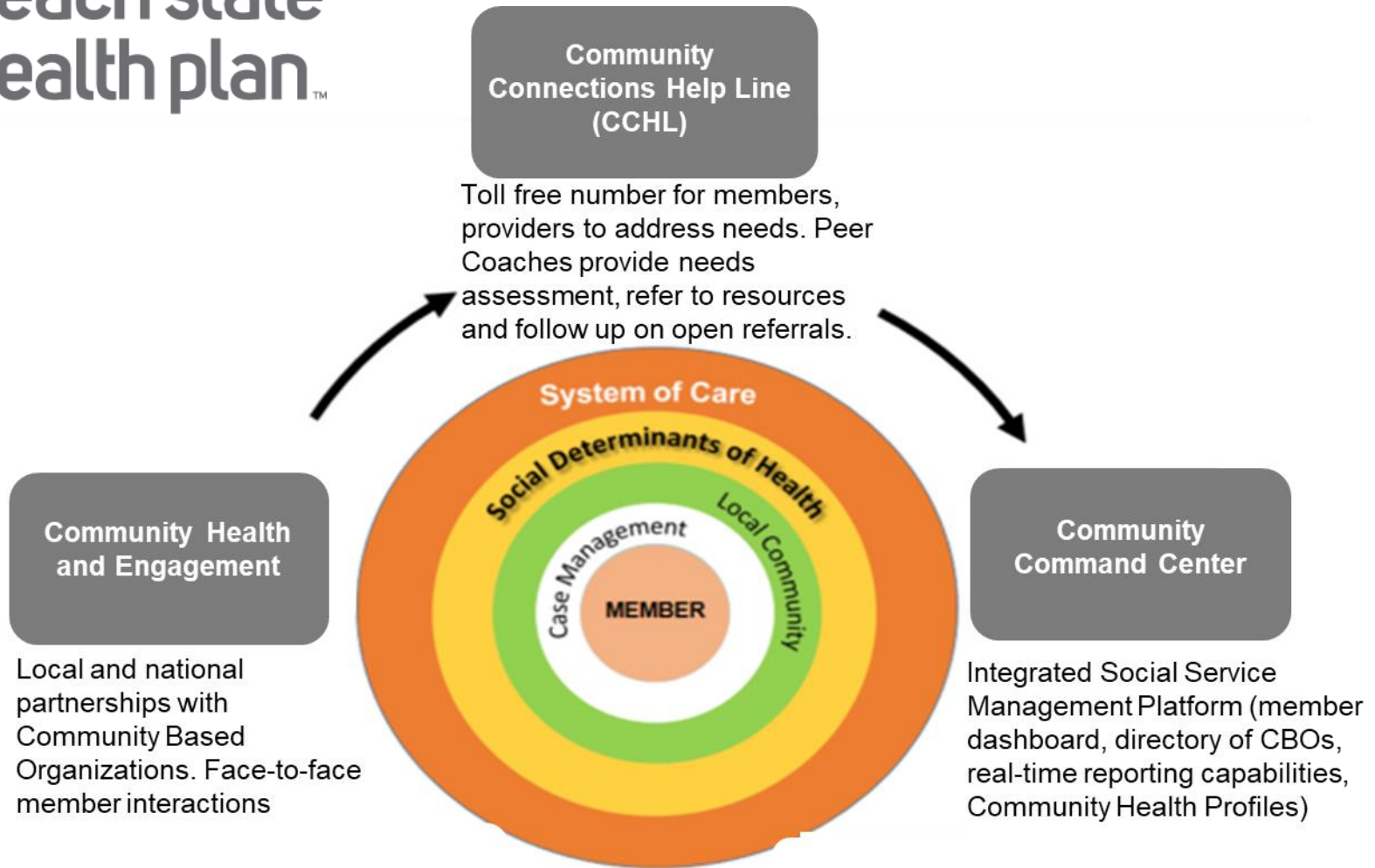




Integrated Approach To Care Management

- Peach State Health Plan utilizes an Integrated approach to Care Management rooted in the principle of the System of Care.
- Our comprehensive programs are tailored to be culturally relevant and focused on each individual member.
- Whole Person Health approach to care: integrated behavioral, medical and social determinants of health.

Integrated System of Care Cont.





Targeted Behavioral Health Clinical Programs

Targeted Clinical Programs	Program Description
Choose Tomorrow	Early identification, assessment and referral to treatment of members at risk for suicide.
HALO	Early identification, assessment and referrals to treatment to decrease the risk of developing a Substance Abuse Disorder.
METS	Member and provider engagement to increase recovery goals, reduce barriers to discharge and increase community assistance.
Member Connect	Early connection of at-risk members with medical and behavioral health conditions in behavioral health treatment.
Substance Abuse Disease Management	The purpose of this program is to target members and prescribers to aid in reducing the fatal combinations of these medications as recommended by the FDA.
Opioid Super-Prescribers	The focus of this initiative is an awareness campaign directed at providers for their opioid prescribing.
Opioid Overutilization Program	The purpose of this program is to assist in preventing overuse or excessive doses of opioids in members with chronic non-cancer pain and cancer pain with ultimate goal of member safety.
Value Based Care	Incentives providers to engage members in outpatient services and reduce disease progression and need for higher levels of care.



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Amerigroup Community Care

Amerigroup Community Care Health Plan Overview

Mission

Provide real solutions for members who need a little help by making the health care system work better while keeping it more affordable for taxpayers

Our Value Proposition



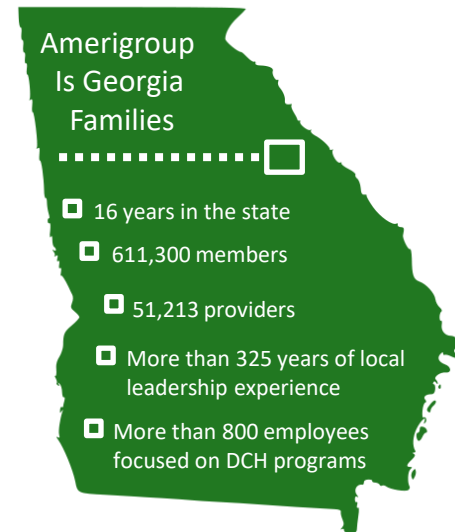
Amerigroup uses high-touch programs and services to improve satisfaction and participation



Amerigroup understands the needs of members in the State of Georgia



Amerigroup's key strengths tie directly to the DCH's goals for Georgia Families and Georgia Families 360°



As of September 2022

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Update your address campaign



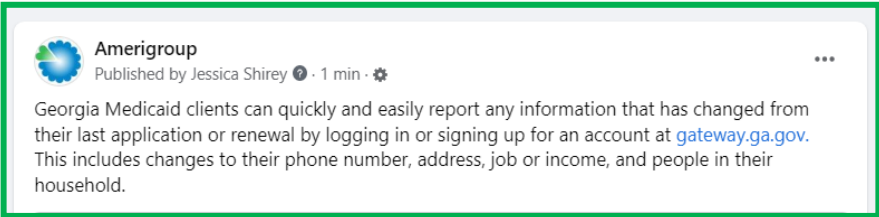
In preparation for PHE lifting, Amerigroup has implemented:

- Member Outreach Campaign running since May 2021.
- Included IVR call and text message.
- Campaign will continue to run until end of the year.
- Update your address message included in all community events including HEAC meetings and CBO events.
- Digital newsletter to all CBOs in database with message.
- Social media posts and Ads.
- Member Services validating member contact information and updating if needed.
- We welcome all provider collaboration to encourage members to update contact information.

To report changes to your mailing address or phone number, visit:
www.gateway.ga.gov or call 877-423-4746

Moved recently? Update your address here:
www.gateway.ga.gov or call 877-423-4746

Stay connected. Update your address here:
www.gateway.ga.gov or call 877-423-4746



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Serving our Communities



Pop Up



Diaper Days



Suicide Prevention events



Disaster Relief



Back to Schools



Georgia Families 360° Update

GoMo: An Autism Support Program Has Launched!



The **GoMo program** uses technology features such as text messages and chatting to offer two levels (early detection and managing the diagnosis) of autism intervention.



The GoMo program provides support and resources to both the child and the caregiver.

We have a **90.5%** enrollment rate for Early Intervention services

Over **57,000** members have enrolled in Early Detection services



31,670 members currently enrolled in GF360

Earn Incentive While Supporting Member Outcomes!

The **Value Based Purchasing Program (VBP)** is a voluntary incentive program designed to reward contracted providers who consistently deliver high-level services to GF360 membership.

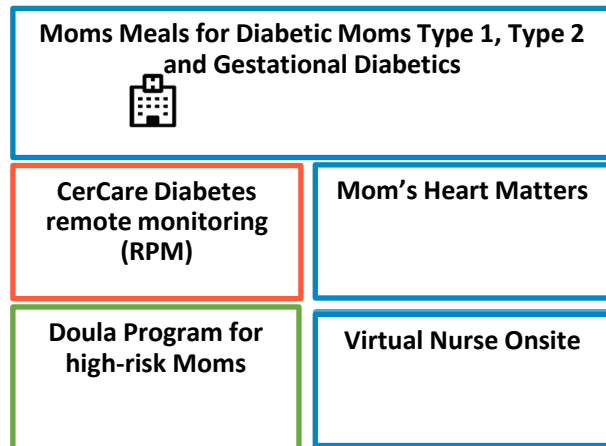
Measure	Timeframe	Amount
Initial Medical	10 days	\$50
Ongoing Medical	Annual	\$25
Initial Dental	10 days	\$50
Ongoing Dental	Every 6 months	\$25
Initial Trauma	15 days	\$50

Georgia Families Update

Georgia Families Initiatives

- Mom's Meals
 - Launched September 2021 for Diabetic Moms
 - Provided 17,702 of Meals to 211 Moms
- CerCare Diabetes Remote Monitoring Program (RPM)
 - Launched July 2022 for Diabetic Members for Georgia Families and GF 360 members
 - Data Pending
- Virtual Nurse Onsite
 - Secured access of large hospital systems for UM determinations and Care Coordination/Discharge planning
 - Decrease in administrative denials (Lack of information)
 - Decrease in failed discharges
- Doula Pilot for High Risk Moms
 - Launched in April 2022
 - Partnership with CBO and expansion of program in Q4 2022 with keen focus in more rural counties
- Mom's Heart Matters
 - Pilot with Liberty Regional Medical center I in rural Georgia to provide moms with blood pressure cuff and follow up visits
 - Partnership with Cardiologist to support the moms during post-partum phase

Innovations- Not Business as Usual



Behavioral Health Services and Initiatives

Amerigroup's Behavioral Health Services have been grouped into services defined by Level of Care (LOC)

Amerigroup's BH LOC categories are:

- **Inpatient (Emergency/Acute)**
- **PRTF (Residential Treatment)**
- **PHP**
- **IOP**
- **Outpatient (Individual, Family, and Group Therapy, CSI, IFI, MAT, Testing, Assessments, IC3)**



- **Peachford and Viewpoint Health Priority Access Appointments**
 - Launched September 2022 for all members discharging from Peachford Hospital. Ensures members have greater access to stepdown services at the time of discharge without barriers to include long waits
- **Hillside Intensive In Home Project**
 - Evidence based intensive DBT treatment program launched in partnership with Hillside on 11/2021. Program for high risk members ages 8-24 and their families who struggle with severe anxiety, acute social and/or emotional needs and have difficulties making progress in traditional outpatient settings
- **Suicide Prevention and Intervention Model**
 - Amerigroup program that identifies members at risk of a suicidal event in the next 12 months to prevent suicide attempts, reduction in emergency room and inpatient utilization, and improving positive health outcomes
- **Psychological Testing Fast Track Process**
 - Effective 12/2021, providers are able to obtain up to six hours of psychological testing for all members via a fast track approval process

Quality Management

- **HEDIS = Healthcare Effectiveness Data and Information Set**
 - Created and administered by the National Committee for Quality Assurance (NCQA) to measure performance on care and service
 - A comprehensive set of performance measures designed to provide purchasers and consumers with the information they need to compare health plan performance
 - Relates to many significant public health issues, such as behavioral health, heart disease, asthma, and diabetes
 - **A year-round process** and data is collected via a combination of claims/encounters, lab & pharmacy data, EMR data files and medical record review
 - A key component to our health plan accreditation and a requirement of our contract with the state
 - Data is utilized to identify opportunities for improvement and monitor the success of quality initiatives

- **CAHPS = Consumer Assessment of Healthcare Providers and Systems**

Each year, between January and May, a random sample of your patients will receive a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). Whether they receive the adult survey or the child survey, this survey asks your patients or patients' guardian(s) to rate and evaluate their experiences with:

- **Their personal doctor or primary care physician.**
- The health plan.
- Their health care.
- **The specialist they see most often.**

Although the CAHPS survey is only once a year, our ability to positively impact the patient/member's experience is year-round.

Amerigroup is here to support not only patients, but our providers as well. We are your partner in healthcare and we have resources available to you.



Contact Us



Visit the 'Contact Us' page on our Provider Portal for Key Contact Information and other Provider Tools & Resources

Contact Amerigroup Community Care

<https://provider.amerigroup.com/georgia-provider/contact-us>

- Provider Services National Call Center - **1-800-454-3730**
- Network Resource List to locate 'Your Local Provider Relations Representatives' (Provider Experience/Provider Solutions (Contracting)/Enterprise National Ancillary Contracting)
- 'Email Us!' link to contact your Provider Experience Representative: mpsw@amerigroupcorp.com
- Georgia Families 360°sm Care Coordination Team - **1-855-661-2021**, or email ga360trng@amerigroup.com
- 24 – hour Nurse Helpline
- Disease Management
- Reporting Changes in Practice Status
- Amerigroup Local Offices
- NET Transportation vendor for Peachcare for Kids and Georgia Families 360°sm – ModivCare, **1-866-913-4506**
- Other Provider tools & Resources

Joining our network is easy!

<https://provider.amerigroup.com/georgia-provider/our-network/join>

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Question and Answer

Questions for the Panel

In-person participants – Please go to a microphone to ask your question

Virtual participants - Please open the Q&A panel to type/submit your question

This presentation and a list of all questions/answers will be available on GAMMIS www.mmis.Georgia.gov no later than November 16, 2022



Previously Submitted Questions

Are there any restrictions on the policies and code edits for CMOs? Are they required to follow GA Medicaid and allowed to create their own?

The CMOs at a minimum must provide the same services to their members that are available via FFS. The CMOs also provide many 'value added benefits' that are not offered to FFS members. CMOs fee schedules differ and their reimbursement for services may vary from FFS. Providers are advised to reach out to their CMO Provider Rep and to refer to their signed contract.

Update on POS 10 usage & rejection of DX F43.8.

POS has been added to the system to use as appropriate as of April 2022. Diagnosis code F43.8 is not reimbursable as there are more specific codes that can be used and will therefore deny.



Previously Submitted Questions

We have several sites (several NPI's), is it possible to use 1 universal NPI number for our company?

The decision to use 1 or multiple NPI's for each location is the businesses decision. If you wish to update your NPI number, The NPI information can be updated via the MMIS web portal. You will need to submit the online Change of Information form. To access the online Change of Information form, you must log into the Georgia Medicaid Management Information System (GAMMIS) web portal, www.mmis.georgia.gov using your username and password. The online Change of Information form is located under the Providers link.



Previously Submitted Questions

Who can you reach out to when you are not getting a reply by email on a repeated rejected claim that you sent a email up to for help?

Providers should always attempt to resolve issues with the CMO first, through their provider rep. If attempts to resolve through the CMO have not been successful, the provider may contact the DCH Contract Compliance and Resolution unit at mgdc.complaints@dch.ga.gov

Why is HE modifiers not accepted by Medicaid? Home is covered and nursing home is covered but assisted living isn't covered?

The “HE” modifier is not covered for the Emergency Ambulance program. If a member needs to be transported from an assistant living facility, the “R” (residential) modifier would be the appropriate modifier. Assisted living is covered for ambulance services. It’s the member residence therefore the “R”(residence) modifier will cover the assisted living.



Previously Submitted Questions

Changes for telehealth service?

CareSource has had no rate or contract amendments; however, routine fee schedule updates were made including those reflected in the Telemedicine manual.

Peach State Health Plan follows DCH guidelines for telehealth services and will continue.

Amerigroup is in alignment with DCH / the GAMMIS Telemedicine Guidance Manual



Previously Submitted Questions

Coding with CMOS compared to Medicaid. Often CMOS don't use the same modifier or sequencing in billing as Medicaid. Need regulation for this.

CareSource follows the Industry standard coding guidelines including appropriate use of modifier. NCCI and MUE edits are examples of the rules in place to enforce appropriate billing guidelines. Our Quality Enhancer Value Based Reimbursement Program is an exception to this rule. Providers are advised to use designated modifiers to serve as reimbursement triggers for target quality measures.

Peach State Health Plan follows Medicaid billing guidelines.

Amerigroup: CMOs are permitted to have proprietary fees and coding rules if they do not conflict with NCCI or regulatory requirements.



Previously Submitted Questions

How to recognize the payment for services and the month for the payment

CareSource - The provider EOP is dated and would indicate which services are paid along with the corresponding amounts. Denial codes and explanations would be indicated for unreimbursed services.

Peach State Health Plans EOB's have the processed date in the top right hand corner.

Amerigroup - On the provider's EOP, the payment for services is captured in the "TOTAL NET PAID" and "NET PAID" fields. The month for the payment is captured in the "CHECK/EFT DT" field.



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Conclusion

*Thank you for participating in our Fall
Medicaid Fair!*

