

# Georgia Families 360° Care Coordination Team: an overview

Amber Hammontree, LPC  
Clinical Trainer  
Georgia Families 360°



# Learning objectives

- Learn the intake process and how Amerigroup Community Care members are enrolled into Georgia Families 360° (GF360°) program
- Gain an understanding of the role of Georgia Families 360° Care Coordination team (GF360° CCT)
- Review the different subdivisions of the GF360° program
- Learn about how members are transitioned to a care coordinator
- Understand how to access CCT

# Intake process

When a new member enters custody of the Division of Family and Children Services (DFCS), or is detained by the Department of Juvenile Justice (DJJ), there are several key items to be completed as part of the intake process.

- DFCS or DJJ must submit a Medicaid application as soon as possible to determine eligibility.
- An initial E-Form should be sent to Amerigroup to notify the GF360° program within 72 hours of youth entering care.

# E-Form importance

- The E-Form is the primary method of communicating information/changes about the member.
- The 72-hour notification is important, as it impacts several processes and time lines.



# Guardianship

- DFCS is the medical consenter for all youth (under the age of 18) in the custody of DFCS since they have been granted legal guardianship by the judicial system.
- Since DFCS is the legal guardian, Amerigroup cannot release personal health information to other individuals unless authorized by DFCS.

# Guardianship (cont.)

- When the DJJ detains a youth, they are responsible for making decisions about where the youth is placed during the detainment. DJJ does not assume parental custody of the youth. The youth's parent/legal guardian remains the primary caretaker of the youth.
- The youth's Juvenile Probation Parole Specialist (JPPS) is made aware of treatment-related concerns in order to ensure the health and safety of the youth during the detainment.



# Georgia Families 360° Care Coordination team

- Every youth in the GF360° program is assigned to a Regional Care Coordination team (CCT) with a specified care coordinator.
- The care coordinator is assigned within one business day of enrollment in the GF360° program.
- Care coordinators are the primary partner for identifying and referring services that a youth may need. They assist with identifying treatment gaps, work with treatment teams to fill the gaps and assist with the holistic treatment of the youth.

# Newly enrolled GF360° members

- When Amerigroup members enter the GF360° program, they are assigned to their CCT.
- The initial contact from the GF360° CCT will be made by the intake and compliance team (ICT).
- The ICT will contact the member's DFCS case manager (DFCS CM)/JPPS and placement provider to start the initial appointment process.
- The ICT will assist with scheduling the initial medical (Early and Periodic Screening Diagnosis and Treatment exam), dental cleaning and trauma assessment.



# Newly enrolled GF360° members (cont.)

- The ICT will assist with identifying providers in the area of placement and ensure that the appointments are completed within specified time frames.
- Once the ICT has ensured that all of the initial appointments have been completed, the member is transitioned to the ongoing GF360° CC.



# Ongoing care coordination

- The GF360° CC will contact the member's DFCS CM/JPPS and email them the member's welcome letter. This letter will contain the member's Amerigroup identification number and the GF360° CC's contact information.
- The GF360° CC will review the member's medical, dental and behavioral health needs with the DFCS CM/JPPS and/or the placement provider in order to complete the initial assessment, health risk screener and individualized care plan.

# Care coordination team

## Care coordinators can assist by:

- Discussing medical and behavioral health needs
- Reviewing current services and effectiveness of the treatment
- Helping locate an Amerigroup provider
- Assisting involved parties in gathering needed items for clinical documentation (i.e., dates of last PRTF admit)
- Acting as a liaison between stakeholders, providers and Amerigroup Utilization Management department



# Office of the Ombudsman

The Ombudsman staff is another component of the GF360° program.

The Ombudsman provides support and assistance with any health care-related problem(s) or complaint(s), including:

- Identifying trends or specific problem areas regarding access and care delivery
- Providing input to how changes in the Amerigroup provider network will affect GF360° members' access to medical care and continuity of care
- Reinforcing the importance of members' rights and support of the member when exercising those rights

# How to access the GF360° CCT

- Care coordination services are available to members 24 hours a day, 7 days a week.
- To obtain assistance, contact the intake line at
  - 1-855-661-2021 (phone)
  - 1-888-375-5064 (fax)
  - GF360@amerigroup.com



# Additional contact information

For further information regarding the program, please contact :

- Ombudsman  
1-855-558-1436 (phone)  
1-888-375-5067 (fax)  
helpOMB@amerigroup.com
- Amerigroup  
providers.amerigroup.com
- Training team  
Ga360trng@amerigroup.com



# Questions

