

### The centralized PA process inbox

The Centralized PA Process inbox ([centralizedpa@gmcf.org](mailto:centralizedpa@gmcf.org)) has been used for general provider questions related to the Centralized PA process for CMO members through the Georgia Medicaid Management Information System (GAMMIS) at [www.mmis.georgia.gov](http://www.mmis.georgia.gov). In order to ensure that all inquiries are monitored for consistent and timely responses-while also removing the possibility that providers might submit inquiries containing PHI data, this mailbox will be replaced with a Centralized PA ‘Contact Us’ option in the Medical Review Portal effective 8/1/2017. The “Contact Us” option went live on 6/1/2017, and **the ‘centralizedpa@gmcf.org’ inbox will be completely shutdown as of 8/1/2017.**

Please also keep in mind that this ‘Contact Us’ option-just like the [centralizedpa@gmcf.org](mailto:centralizedpa@gmcf.org) mailbox-is intended to provide assistance with the following:

- General questions on how the PA submission process should work
- Inquiries or questions about current portal functionality
- Issues with using the actual PA submission for facility-based PA submissions
- Suggestions or ideas for ways to improve the PA submission process

Information on submitting ‘Contact Us’ requests via the Medical Review Portal is available under the Provider Information>Provider Education tab.

Real-time information about the status of your request is available via GAMMIS by clicking on Provider Authorization >Provider Workspace section/CMO PA Search. If you have a question or concern with your request that requires further assistance, please contact the member’s CMO directly.

CMO Name	Provider Services #	Email	Web Site
Amerigroup	1-800-454-3730	<a href="mailto:amerigroupgaumdept@anthem.com">amerigroupgaumdept@anthem.com</a>	<a href="https://providers.amerigroup.com/pages/ga-2012.aspx">https://providers.amerigroup.com/pages/ga-2012.aspx</a>
CareSource	1-855-202-1058	<a href="mailto:gamedmgt@caresource.com">gamedmgt@caresource.com</a>	<a href="https://www.caresource.com/providers/georgia/">https://www.caresource.com/providers/georgia/</a>
Peach State	1-866-874-0633	<a href="mailto:PSHPproviderservices@centene.com">PSHPproviderservices@centene.com</a>	<a href="http://www.pshpgeorgia.com/provider-quick-reference-information/">http://www.pshpgeorgia.com/provider-quick-reference-information/</a>
WellCare	1-866-231-1821	See Provider Relations and Hospital Specialist contact lists at <a href="https://georgia.wellcare.com/provider/resources">https://georgia.wellcare.com/provider/resources</a>	<a href="https://georgia.wellcare.com/provider/resources">https://georgia.wellcare.com/provider/resources</a>