Crisis Stabilization Units
Frequently Asked Questions
Information for DFCS/DJJ
for the Georgia Families 360° Program

Georgia Families 360°SM, the state's new managed care program for children, youth, and young adults in foster care, children and youth receiving Adoption Assistance, and youth involved in the juvenile justice system placed in non-secure community residential settings, launched Monday, March 3, 2014. Amerigroup Community Care (AGP) is the Care Management Organization that is managing this population.

Members of the Georgia Families 360° program will receive the following services to improve care coordination, access to care, and health outcomes:

- A primary care provider and primary dental provider for each member
- Access to preventive care and screenings
- Regional Care Coordination Teams to help coordinate care and schedule appointments
- Assigned Care Coordinators to identify and refer for services
- 24/7 Intake Line
- Psychotropic Medication Program which includes the medication review by the Georgia Families 360° Medical Director or pharmacy review team for all youth prescribed one or more psychotropic medications

This document includes Frequently Asked Questions that address questions that DFCS CM/DJJ JPPS may have related to the Crisis Stabilization Units (CSUs). If you have questions about this information, please contact Amerigroup at: GF360@amerigroup.com.

Q1: When should a referral be made for evaluation and possible admission to a CSU?
A1: When a youth is experiencing a psychiatric emergency and a licensed behavioral health professional has determined imminent risk of self harm or harm to others and/or the youth is experiencing signs of psychosis (hearing voices or seeing things that are not really there). The referral can be made by a licensed professional who may work, for example, in a local community mental health program, a private practice, emergency department or mobile crisis team.

Q2: What is Amerigroup's role in determining and approving admission to a CSU?
A2: The CSU staff will provide an evaluation of the member and contact Amerigroup upon completion of their initial assessment. The completed assessment will be presented to the Amerigroup UM team for review to determine the appropriate treatment services for the member based on Medical Necessity Criteria. This review may include the Amerigroup Medical Director. At the time of the review, the member must currently meet the Medical Necessity Criteria for approval for continued stay. The turn-around time for Amerigroup to review and make a determination for approval or denial is 24 hours.

Q3: How will Amerigroup's approval/denial be communicated to the DFCS CM or DJJ JPPS?

A3: The Amerigroup UM team will notify the CSU staff of the treatment recommendations for the member. If the recommendations do not include admission to the CSU based on medical necessity criteria for an admission, the CSU staff will notify the DFCS CM /DJJ JPPS of the decision, based on the clinical information that was presented. The Amerigroup Care Coordinator will work in conjunction with the DFCS CM /DJJ JPPS and the CSU Social Worker (or designated staff of the CSU) to coordinate care and assist the member in receiving the most appropriate treatment level.

Q4: Who identifies treatment options if the youth has been denied for CSU stabilization services?

A4: The CSU staff will provide treatment recommendations for the member that meet their treatment needs. The Amerigroup Care Coordinator will work to assist the DFCS CM/ DJJ JPPS with coordination of health care services, including behavioral health treatment services and medical services for the youth to access those services that best fit their treatment needs. Some examples of these possible treatment alternatives could be, but not limited to: Partial Hospitalization, Intensive Outpatient Program, a CORE provider, an IFI program, etc.

Q5: If the youth is admitted to the CSU, what is Amerigroup's role for the length of stay?

A5: The Amerigroup Utilization Management team staff will conduct continued stay reviews on a daily basis (every 24 hours), to ensure the member is receiving the most appropriate treatment. Through a medical necessity review, a determination will be made on whether or not the youth continues to meet medical necessity criteria for continued services or is stabilized and ready for discharge from the CSU.

Q6: During the youth's stay at the CSU, what is the role of Amerigroup to provide care coordination services?

A6: The Amerigroup UM staff will work in conjunction with the CSU UM staff on a daily basis to stay abreast of the youth's condition, need for continued stay or readiness for discharge. The Amerigroup Care Coordinator will attend (in person or by phone), all scheduled discharge planning meetings set by the CSU treatment team. The Amerigroup Care Coordinator will provide continuing stay information to the DFCS CM/DJJ JPPS on a daily basis and will work to assist them in coordinating any needed healthcare services the youth will require following discharge.

Q7: What is the timeframe for Amerigroup to notify the DFCS CM/DJJ JPPS that the youth is ready for discharge?

A7: Plans for discharge begin upon admission to the CSU. Amerigroup UM staff will review the member's clinical progress on a daily basis (every 24 hours) as part of the continued stay reviews. Once the youth is stable and ready for discharge, the discharge plan that was developed will be implemented in conjunction with the DFCS CM/DJJ JPPS and the Amerigroup Care Coordinator, based on recommendations by the CSU treatment team. When the youth no longer meets medical necessity for the CSU level of care, the youth will be expected to be discharged to the DFCS CM/DJJ JPPS by the next calendar day.

Q8: Question: A member is being discharged from a CSU but the DFCS CM/DJJ JPPS has not been able to locate placement for the member. Will the member remain in the CSU until a placement is located?

A8: No. Amerigroup benefits cover stabilization services and cannot be used to pay for placement beyond the approval period for which medical necessity has been determined.

Q9: I still have questions about this. Who can I talk to about it?

A9: Please direct all questions regarding CSU services to Provider Relations at (800) 454-3730.