

## **Frequently Asked Questions Room Board and Watchful Oversight Providers**

### **Program Roles and Responsibilities**

**Q1: What is the go live date for the transition to Georgia Families 360°?**

A1: The change is effective Monday, March 3, 2014.

**Q2: When will RBWO providers be given the updated Medicaid ID information for the children they serve? What should providers do in the meantime?**

A2: Providers will receive Amerigroup ID numbers from DFCS case workers or DJJ JPPS within 5 days of March 3, 2014. During the first 90 days of the program, children may continue seeing any Medicaid provider and do not require an Amerigroup ID number.

**Q3: What will be the role of the RBWO provider beginning 3/3/2014?**

A3: The role of the RBWO provider will not change. The RBWO provider is responsible for ensuring that the child receives the healthcare services that are needed to maintain optimal health and promote well-being.

**Q4: Will the RBWO provider be responsible for healthcare coordination services for the child?**

A4: The RBWO provider role will be to ensure that the child receives all healthcare services by working with Amerigroup's Care Coordinator. This includes making arrangements for the transport of the child to appointments or taking the child to the scheduled appointments. The RBWO provider will continue to provide the services that protect and are in the best interest of the child.

**Q5: What are the healthcare expectations for youth in RBWO programs?**

A5: The healthcare expectations for youth in RBWO programs are included in the RBWO Minimum Standards.

**Q6: What is the role of the Amerigroup Care Coordinator?**

A6: Amerigroup does not provide direct services to members but contracts with medical providers to render services. The Amerigroup Care Coordinator will facilitate the linkage of children with medical providers, appropriate healthcare services and resources in a coordinated effort to achieve and maintain good health

**Q7: Will Amerigroup's Care Coordinators transport the child to appointments?**

A7: No, Amerigroup's Care Coordinators will work with the RBWO providers to arrange for transportation with the NET vendor if applicable. The Care Coordinators will not transport or chaperon children to any appointments. RBWO providers are ultimately responsible for ensuring that the child gets to the scheduled healthcare appointment(s) within the designated timeframe.

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**Q8: Rules and Regulations require a physical within 72 hours of admission, but Amerigroup contractual timelines allow for the initial EPSDT to be completed within 7 days. How do we prevent a citation from RCC regarding this rule?**

A8: Amerigroup requires the initial EPSDT to be completed within a maximum of 7 days. Every effort should be made to obtain this initial EPSDT within the 72 hours required by RCC, but a citation will not be issued if those efforts are documented, the delay is justified, and if the EPSDT is completed within the 7 days required by Amerigroup.

**Q9: Rules and Regulations require that the initial physical include a UA and CBC, but these labs are not included in the standard EPSDT visit covered by Amerigroup. How do we prevent a citation from RCC regarding this rule?**

A9: A UA or CBC, while not routinely performed, may be performed and covered by Amerigroup when ordered by the primary care physician. RCC has agreed to waive the requirement for the UA and CBC as long as there is not a physician recommendation for either test and as long as the EPSDT has been completed, including any recommended lab work, and is properly documented in the case file.

### **Coordinating with Amerigroup**

**Q10: How can the RBWO provider contact AGP with general questions?**

A10: Please call the Intake Unit at 855.661.2012 with general program questions.

**Q11: How will the RBWO providers know who is the assigned Amerigroup Care Coordinator?**

A11: The DFCS Case Manager or DJJ JPPS should inform the RBWO provider of the name of the Amerigroup Care Coordinator.

**Q12: Will the RBWO provider be able to contact the Amerigroup Care Coordinator directly?**

A12: Yes, the RBWO provider can contact the Amerigroup Care Coordinator for assistance in coordinating necessary medical appointments or for questions about participating Amerigroup providers.

### **Primary Care Providers (PCPs) and Primary Care Dentists (PCDs)**

**Q13: What should an RBWO provider do if they want to change the child's assigned primary care doctor or dentist?**

A13: The RBWO provider should make every effort to use the primary care provider (PCP) or primary care dentist (PCD) the child is currently seeing. This will help to ensure that there is continuity of care for the child. You should contact the child's DFCS Case Manager or the DJJ Office of Federal Programs to discuss any changes in providers.

### **Scheduling Healthcare Appointments**

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**Q14: How will the RBWO provider be able to determine if a particular doctor or dentist is contracted with Amerigroup?**

A14: The Amerigroup provider directory can be found at [www.myamerigroup.com](http://www.myamerigroup.com). The RBWO provider needs to communicate with the DFCS Case Manager or the DJJ Office of Federal Programs if you want to change the youth's assigned PCP or PCD. (See Q9 above).

**Q15: If the RBWO provider makes arrangements for a child to go to a doctor, will that cause a problem?**

A15: During the 90 day transition period beginning on 3/3/14, children may continue seeing any Medicaid provider.

After the 90 day transition period, children in the Georgia Families 360° Program should receive care from providers and dentists who are contracted with Amerigroup. The Amerigroup provider directory can be found at [www.myamerigroup.com](http://www.myamerigroup.com). *If you have questions about a provider, contact the Amerigroup intake line at 855.661.2021. If you need help scheduling an appointment, contact the member's Care Coordinator.*

If the provider is not contracted with Amerigroup, a prior authorization is required prior to rendering service or the healthcare provider may not receive payment. *In the event of an emergency, immediately take the child to the nearest emergency services provider to receive any necessary emergency care.*

**Q16: What if the doctor that the RBWO provider wants or needs to take the child to is not listed on their Amerigroup ID card?**

A16: The RBWO provider should make every effort to use the PCP or PCD the child has been seeing or that is assigned to the child. This will help to ensure that there is continuity of care for the child. However, the RBWO provider can take the child to any Amerigroup contracted provider found in the Amerigroup provider directory located at [www.myamerigroup.com](http://www.myamerigroup.com) to receive healthcare services. *In the event of an emergency, immediately take the child to the nearest emergency services provider to receive any necessary emergency care.*

**Q17: What should I do if the child needs to have a follow-up appointment with another doctor?**

A17: The RBWO provider will arrange for the follow-up appointment for the child working with the Amerigroup Care Coordinator. The RBWO provider is responsible for communicating with the Amerigroup Care Coordinator regarding the healthcare needs of the child.

**Q18: Are there any changes to how the RBWO provider deals with emergency situations?**

A18: No, the child should be taken to the nearest emergency services provider to receive any necessary emergency care. The RWBO provider should continue to follow the existing emergency reporting requirements outlined in the Institutional Placement Agreement and RCC rules and regulations.

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### **Member Medical Records**

**Q19: Can the RBWO provider contact Amerigroup to access children's medical records?**

A19: No, the RBWO provider must work with the assigned DFCS Case Manager or DJJ JPPS to receive medical updates regarding the child's health. Amerigroup will only share health related information with the DFCS Case Manager or DJJ JPPS.

**Q20: How will the RBWO provider receive required medical documentation for their files as required by RCC?**

A20: Nothing will change. If you were previously obtaining documentation from the healthcare provider directly (as in as the results of an appointment that you took the child to) or DFCS Case Manager or DJJ JPPS, that will continue. Amerigroup does not maintain the member's medical record. This record is maintained with the doctor who renders the service.

***If you would like to add questions to this FAQ, please send your question to [tbranning@dch.ga.gov](mailto:tbranning@dch.ga.gov). This document will be updated frequently during the first 90 days of the CMO transition so please continue to regularly review the FAQs.***