



Georgia Families 360SM Resource Guide

Caller	Topic	Contact
<ul style="list-style-type: none"> • Adoption Assistance parents or members • Foster Care caregivers or members • Juvenile Justice parents or members 	<ul style="list-style-type: none"> • Enrollment¹ • Opting in/out (for members receiving Adoption Assistance) • Primary care and primary dental providers • Scheduling appointments • Specialists • Pharmacy • Mental health • Dental provides • Provider network 	<p>Amerigroup Intake Line:²</p> <ul style="list-style-type: none"> • 855.661.2021 (phone) – <i>DCH and other agency staff may 'warm transfer' calls to the Intake Line</i> • 888.375.5064 (fax) • FCIntake@amerigroup.com *for member documents only* (email) • Questions may be emailed to GF360@amerigroup.com
	<ul style="list-style-type: none"> • Health care related issues or program services 	<p>Ombudsman Program:</p> <ul style="list-style-type: none"> • <i>Amerigroup:</i> 1-855-558-1436 (phone) helpOMB@amerigroup.com (email) • 1-888-375-5067 (fax) • <i>DCH:</i> • GeorgiaFamilies360_Ombudsman@dch.ga.gov
<ul style="list-style-type: none"> • Providers 	<ul style="list-style-type: none"> • All Questions 	<p>Provider Service Line:</p> <ul style="list-style-type: none"> • 800-454-3730 or their Provider Relations representative
<ul style="list-style-type: none"> • All Callers 	<ul style="list-style-type: none"> • Scheduling Non-Emergency Transportation • Questions about Non-Emergency Transportation 	<p>Logisticare:</p> <ul style="list-style-type: none"> • <i>Central Region:</i> 1-888-224-7981 • <i>East Region</i> 1-888-224-7988 • <i>Southwest Region</i> 1-888-224-7985 <p>For CSU & PRTF Transports (Logisticare):</p> <ul style="list-style-type: none"> • <i>Courtney McGee</i> 1-800-486-7642 ext. 461 • <i>Gloria Richardson</i> 1-800-486-7642 ext. 436 <p>Southeastrans:</p> <ul style="list-style-type: none"> • <i>North Region</i> 1-866-388-9844 • <i>Atlanta Region</i> 404-209-4000 • <i>Georgia Families 360^o</i> - 1-866-991-6701 (designated line)

¹ DJJ's Office of Federal Programs will enroll all DJJ youth, no staff action is required

² The following identifiers are needed when calling the intake line to discuss child specific information: name of member, county of custody and/or address of member, unique identifier, AGP ID number and date of birth