



**Newly Enrolling Member Appointment Scheduling
Frequently Asked Questions**
*Information for Division of Family and Children Services, and
Department of Juvenile Justice, and Amerigroup Intake Staff*

Georgia Families 360SM, the state's new managed care program for children, youth, and young adults in foster care, children and youth receiving Adoption Assistance, and select youth involved in the juvenile justice system, launched Monday, March 3, 2014. Amerigroup Community Care is the Care Management Organization that is managing this population.

Members of the Georgia Families 360SM 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 Managers to identify and refer for needed services
- 24/7 Intake Line
- Psychotropic Medication Program where every youth with one or more psychotropic medication has their medications reviewed by Georgia Families 360SM Medical Director or pharmacy review team.

This document includes Frequently Asked Questions that address how the Georgia Families 360SM program teams will work collaboratively to schedule newly enrolling member medical, dental, and trauma exams within defined timelines.

Q1. What teams are working to ensure that Georgia Families 360 members are getting their initial medical services?

A1: The members of the Division of Family and Children Services (DFCS), Department of Juvenile Justice and Amerigroup are working together to coordinate appointments for members who are enrolling in foster care and/or the non-secure placement component of juvenile justice.

Q2: What are the timeframes that the teams are trying to meet?

A2: Youth who are entering foster care need to have a medical and dental appointment completed within seven (7) days of being taken into custody. They need to complete a trauma assessment within ten (10) days of being taken into custody.

Q3: Why is it so important for these members to get medical care within these timeframes?

A3: The teams are making every effort to minimize the risk that newly enrolling members will experience an emergency medical event upon entry into foster care. The timeframes for the entry medical exams are set to help identify any potential issues early on when the child enters care.

Q4: Who will be leading the efforts to get the appointments scheduled for these new members?

A4: Each team member has a leading role in scheduling the appointments. DFCS/DJJ team members have a pivotal role in getting the E-forms to Amerigroup within 24-hours of the member being taken into custody/commitment. The initial E-Forms should have as much information as possible completed before it is submitted to Amerigroup. All fields on the form should be filled in with as much information as available to assist in getting the member into healthcare services as quickly as possible. It is extremely important to include complete caregiver/placement provider contact information.

Amerigroup has created a new team called the Intake Compliance Team (ICT). This team is composed of non-clinical Case Specialist who will be reaching out on behalf of the Care Coordinator to the placement provider, DFCS CM, JPPS, and/or Well-being Specialist to collaborate with them in scheduling these appointments. They will be attempting to schedule the medical and dental appointments between days 4 and 7 of the child entering custody. Trauma Assessments will be scheduled between days 4 and 10 of the youth entering custody.

Q5: Will the Amerigroup Care Coordinator be contacting me for any reason?

A5: Yes, the Amerigroup Care Coordinator may contact you to discuss the member's case, treatment/care plan etc.

Q6: What can I do to help make sure that these appointments are scheduled timely?

A6: When you are contacted by an Amerigroup Case Specialist, return their call or email within 24-hours of receipt. If you know that there is a provider that you would like to recommend that the child see in the geographic area of the placement provider then make sure that you communicate this information to the Case Specialist as soon as possible. If there are dates and blocks of time that will work best for an appointment to be scheduled, please inform the Case Specialist.

It is critical that all team members share information that will have an impact on appointment scheduling.

Q7: What happens if the Amerigroup Case Specialist and I are not able to connect within 72-96 hours of the youth coming into custody to discuss scheduling the appointment?

A7: The following stepwise process will be utilized by Amerigroup to contact DFCS or DJJ with a 24-hour response time interval:

DFCS:

- 1st Attempt: Outreach will be to the placement provider, foster care parent or other direct caregiver and/or DFCS CM. If no response within 24- calendar hours then the Amerigroup Case Specialist will move to the next attempt.
- 2nd Attempt: Outreach will be made to the Well Being Specialist

DJJ

- 1st Attempt: Outreach will be to the placement provider and/or JPPS
- 2nd Attempt: Outreach will be to the Residential Placement Specialist (RPS)

Q8: How will I know how my county is doing as it relates to compliance with member appointment timelines?

A8: Data will be tracked for each county of custody/commitment to determine when the youth entered custody/commitment, date Amerigroup was notified of the member's enrollment, and date medical exams were completed. This information can be shared with transition team leads and can be made available to others as requested.

Q9: How can I contact Amerigroup to collaborate scheduling or following-up on appointments?

A9: You can contact the outreach Case Specialist who contacted you regarding the appointment; or call 1-855-661-2012; or email to GF360@amerigroup.com