



To: All Georgia Medicaid/PeachCare for Kids® Providers

Re: Hurricane Helene Update

Date: September 26, 2024

Due to the potential impact of Hurricane Helene, Governor Kemp has declared a State of Emergency for Georgia. The State of Emergency is effective from Tuesday, September 24, 2024, through Wednesday, October 2, 2024. Accordingly, the Georgia Department of Community Health (DCH) is coordinating with the Georgia Emergency Management Agency (GEMA) to ensure that healthcare to the Medicaid and CHIP population is not disrupted. We are closely monitoring communications from the U.S Department of Health and Human Services (HHS) and the Centers for Medicare & Medicaid Services (CMS) for further guidance.

In order to ensure that sufficient healthcare items and services are available to meet the needs of Medicaid/CHIP beneficiaries and to ensure providers are reimbursed for such items and services, please note the following:

Georgia Medicaid Management Information System (GAMMIS):

At this time, the GAMMIS system is fully operational and may be utilized to verify eligibility for Georgia Medicaid/PeachCare for Kids members, as well as the customary processes such as claims submission, etc. If there are any outages, an alert will be posted on the Interactive Voice Response (IVR) system or the web portal landing page at www.mmis.georgia.gov/portal/ with appropriate instructions.

Gainwell Technologies Provider and Member Call Centers:

Providers may utilize the Interactive Voice Response (IVR) system to verify eligibility for Georgia Medicaid/PeachCare for Kids members, obtain service limits, obtain the status of claims, payment information, prior authorization information, and pharmacy benefit services. Georgia Medicaid/PeachCare for Kids members may utilize the IVR to obtain information regarding their eligibility status.



*Providers may reach the Gainwell **Provider Call Center** by calling: 1-800-766-4456
Members may reach the Gainwell **Member Call Center** by calling: 1-866-211-0950
Members may reach the **Georgia Families Call Center** by calling: 1-888-423-6765*

Normal business hours are from 7 a.m. - 7 p.m., Monday through Friday, ET. The IVR system is available 24 hours per day, seven days per week.

Non-Emergency Medical Transportation (NEMT):

Non-Emergency Medical Transportation (NEMT) Brokers are fully operational and are prepared to assist with urgent transports such as dialysis and chemotherapy appointments if needed. Due to increased demand, NEMT transports as well as office visits may be rescheduled for a later date.

Non-Emergency Medical Transportation (NEMT) Call Centers:

NEMT Brokers may be reached at the following numbers:

ModivCare Solutions: 1-888-224-7981

Verida: 1-866-388-9844

Both Brokers are working with facilities (such as dialysis clinics) to ensure members can receive transportation to those facilities that will remain open.

Fee-for-Service Pharmacy Benefit/Prescription Refills:

At this time, the emergency refill edits and pharmacy lock in edits have been relaxed for **Fee-for-Service** members. Should you have questions regarding prescription refills, you may reach Optum at the numbers listed below:

Prior Authorization: 1-888-525-5827

Technical (Member/Provider): 1-888-525-5826

Prior Authorization Requirements:

At this time, current prior authorization requirements remain in place until further notice.



Care Management Organizations (CMO) Updates

CMO Provider and Member Call Centers:

The provider and member call centers for Georgia's Care Management Organizations (Amerigroup, CareSource, and Peach State Health Plan) are fully operational and may be reached at the following numbers:

Members may contact the CMOs using the contact details below:

- ❖ **Amerigroup Community Care**
Phone: 1-800-600-4441
TDD/TTY: 711
Web: www.myamerigroup.com/GA
- ❖ **CareSource**
Phone: 1-855-202-0729
TDD/TTY: 1-800-255-0056
Web: www.caresource.com/ga
- ❖ **Peach State**
Phone: 1-800-704-1484 | Fax: 1-800-659-7518
Georgia Relay Services Voice: 1-800-255-0135
Georgia Relay Services TDD/TTY: 1-800-255-0056
Web: www.pshpgeorgia.com

Providers may contact the CMOs using the contact details below:

- ❖ **Amerigroup Community Care**
Phone: 1-800-454-3730
Web: <https://provider.amerigroup.com/georgia-provider>
- ❖ **CareSource**
Phone: 1-855-202-0729
Web: www.caresource.com/ga
- ❖ **Peach State**
Phone: 1-866-874-0633
Web: www.pshpgeorgia.com

Prescription Refills:



At this time, the emergency refill edits and pharmacy lock in edits have been relaxed for those members enrolled in Georgia Families and Georgia Families 360°. Should you have questions regarding prescription refills, you may reach the CMOs at the numbers listed below:

CMO Pharmacy Contact Information

Providers may contact the Pharmacy Benefit Managers for each CMO utilizing the numbers below:

- ❖ **Amerigroup Community Care**
Express Scripts: 1-844-367-6112
BIN: 003858 | PCN: MA | Group: WKJA
- ❖ **CareSource**
CVS Caremark: 1-844-441-8024
BIN: 004336 | PCN: MCAIDADV | Group: RX0835
- ❖ **Peach State**
Express Scripts : 1-833-750-4403
BIN: 003858 | PCN: MA/Group:2EFA

Prior Authorizations:

At this time, prior authorization requirements remain in place until further notice. Providers may contact the CMOs using the contact details below:

- ❖ **Amerigroup Community Care**
Phone: 1-800-249-0442
Web: www.myamerigroup.com/GA
- ❖ **CareSource**
Phone: 1-855-202-0729
Web: www.caresource.com/ga
- ❖ **Peach State**
Phone: 1-800-704-1484
Web: www.pshpgeorgia.com

As always, we thank you for your participation in the Georgia Medicaid/PeachCare for Kids program.