



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report December 2020





Mission

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.

We are dedicated to A Healthy Georgia.

Georgia Families (GF)

- For information about Georgia Families Members can visit www.georgia-families.com or call 888-423-6765.
- The four CMOs toll-free numbers for health care providers to learn more about enrollment with Georgia Families are provided below:



800-249-0442
NCQA - Commendable



855-202-0729
NCQA - Interim



866-874-0633
NCQA - Commendable



1-866-231-1821
NCQA -
Commendable

CMO Enrollment

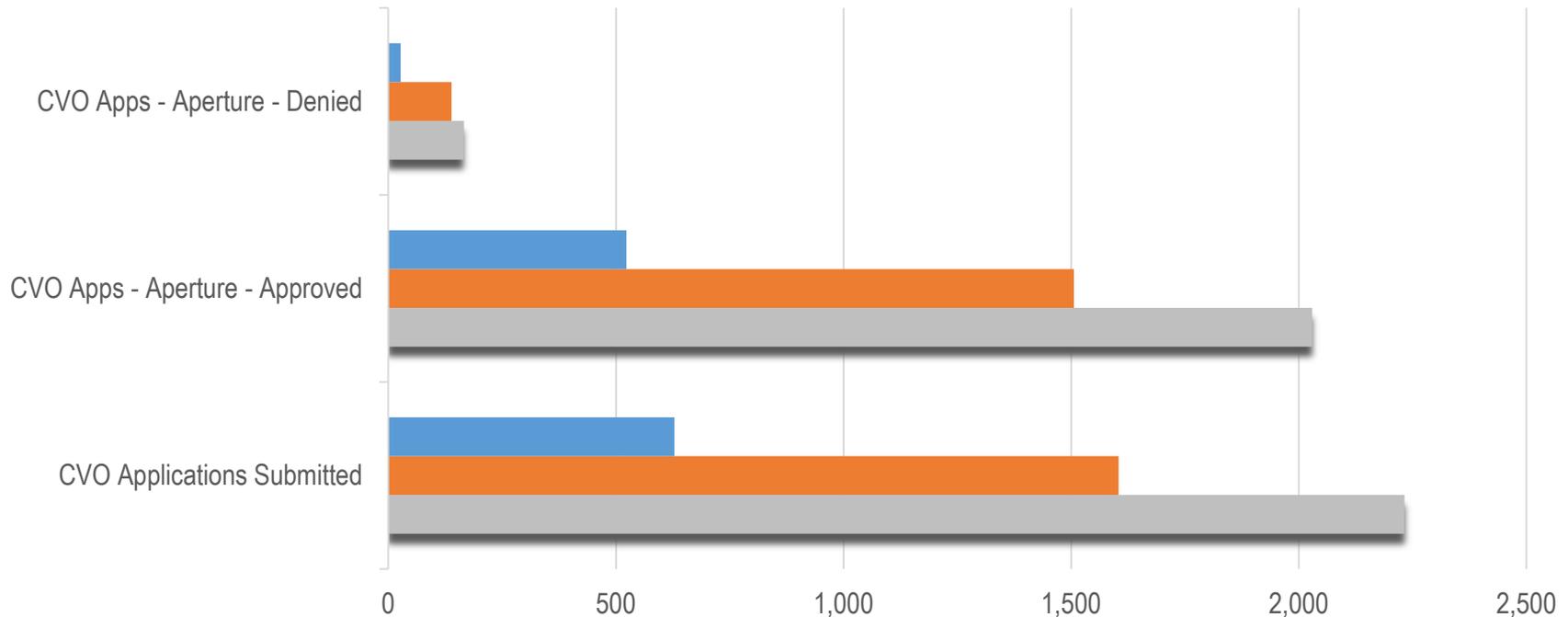
Georgia Families Membership by Region (December 2020)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	240,296	151,053	242,084	232,146	865,579
Central	28,195	36,756	56,135	69,882	190,968
East	30,703	14,918	10,304	35,710	91,635
North	67,569	46,442	26,311	76,622	216,944
Southeast	43,147	32,624	21,031	61,784	158,586
Southwest	20,355	21,914	73,936	34,555	150,760
Grand Total	430,265	303,707	429,801	510,699	1,674,472



Credentialing Verification Organization (CVO) (Aperture)

December 2020



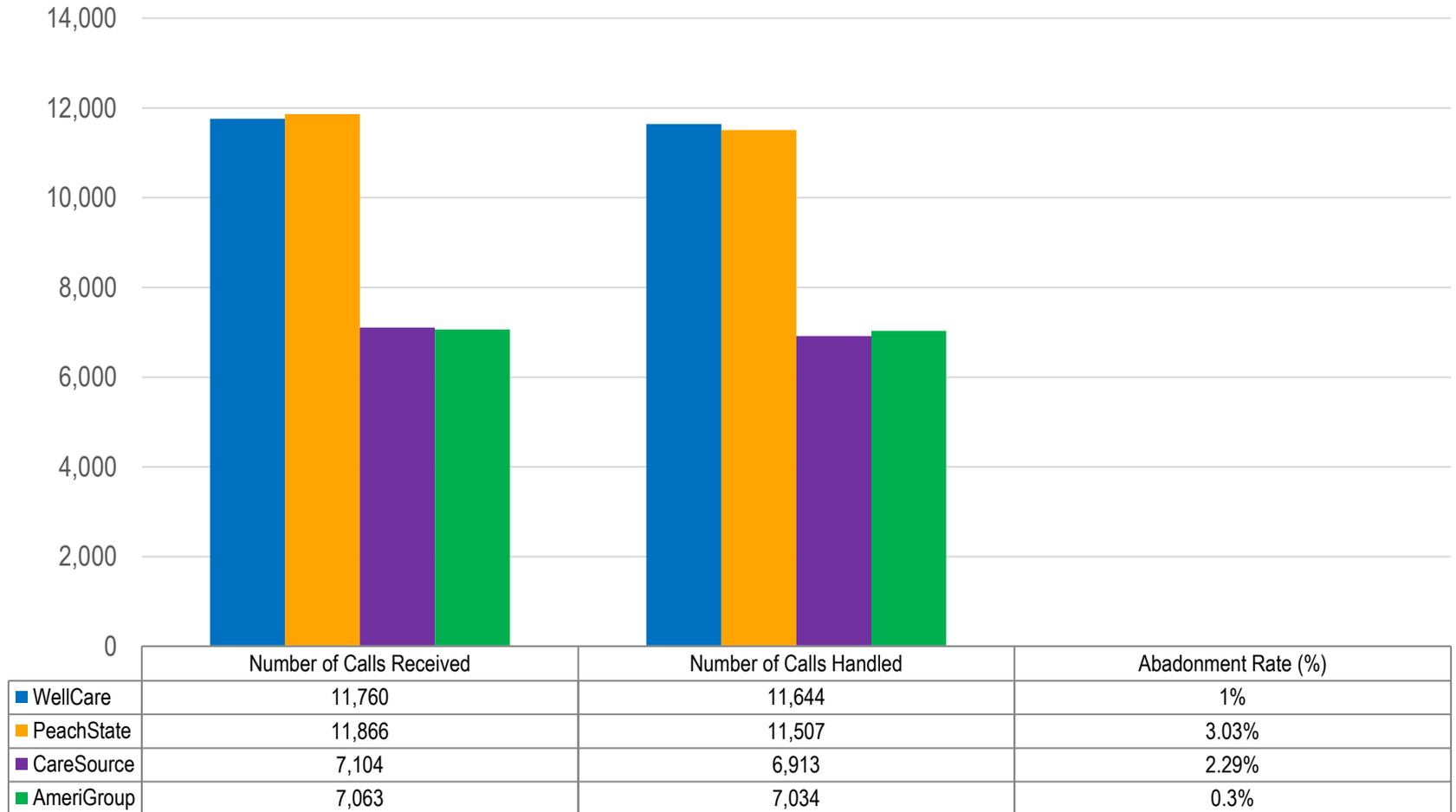
	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	628	523	27
■ Credential	1,604	1,506	139
■ Total	2,232	2,029	166



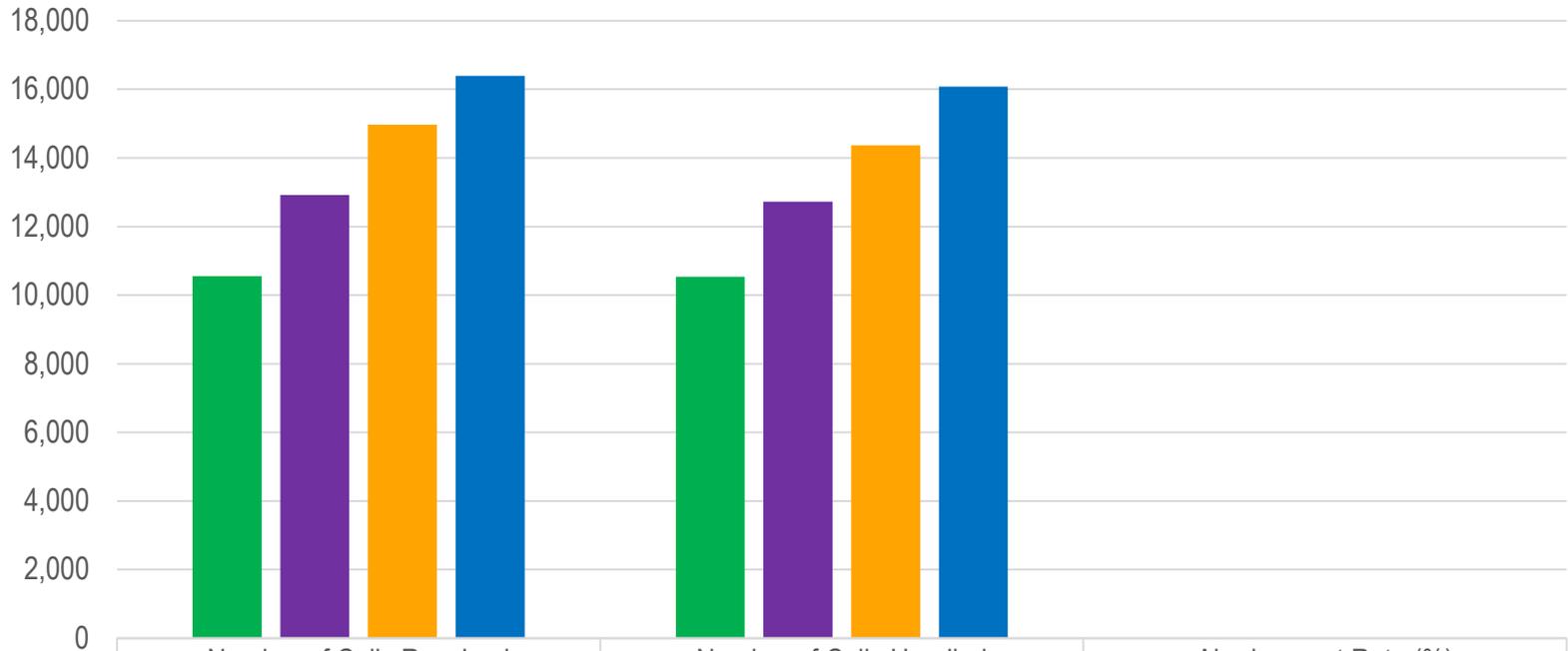
CMO Call Center Statistics

CMO Telephone Internet Provider

(December 2020)



CMO Telephone Internet Member (December 2020)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
AmeriGroup	10,559	10,540	0.2%
CareSource	12,918	12,722	1.35%
PeachState	14,967	14,371	3.98%
WellCare	16,389	16,075	2%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

