



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report January 2021





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

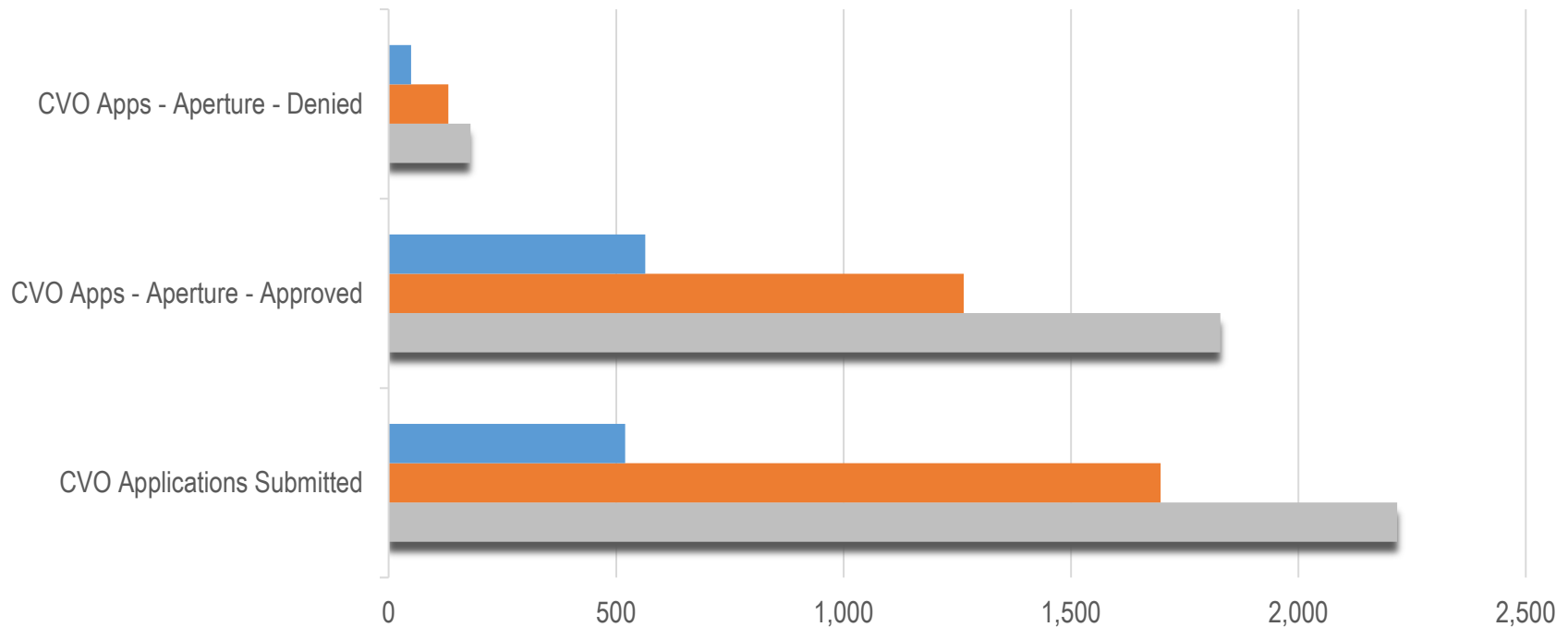
Georgia Families Membership by Region (January 2021)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	244,590	155,129	246,513	232,171	878,403
Central	28,851	37,414	57,044	69,975	193,284
East	31,171	15,163	10,651	35,707	92,694
North	68,582	47,299	27,030	76,697	219,608
Southeast	43,846	33,298	21,661	61,756	160,561
Southwest	20,725	22,316	74,547	34,535	152,123
Grand Total	437,765	310,621	437,446	510,841	1,696,673



Credentialing Verification Organization (CVO) (Aperture)

January 2021

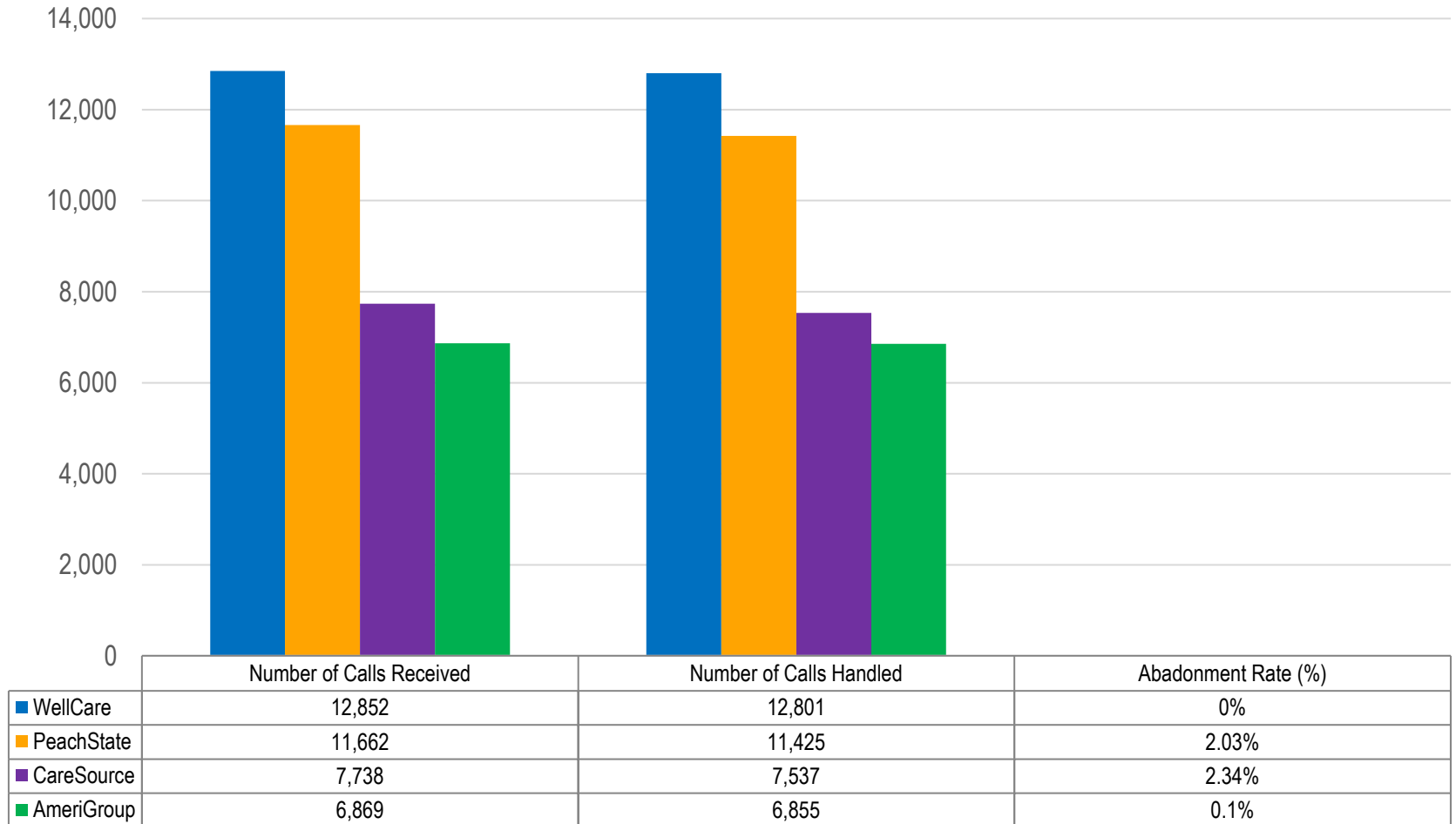


	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	520	564	49
■ Credential	1,697	1,264	131
■ Total	2,217	1,828	180

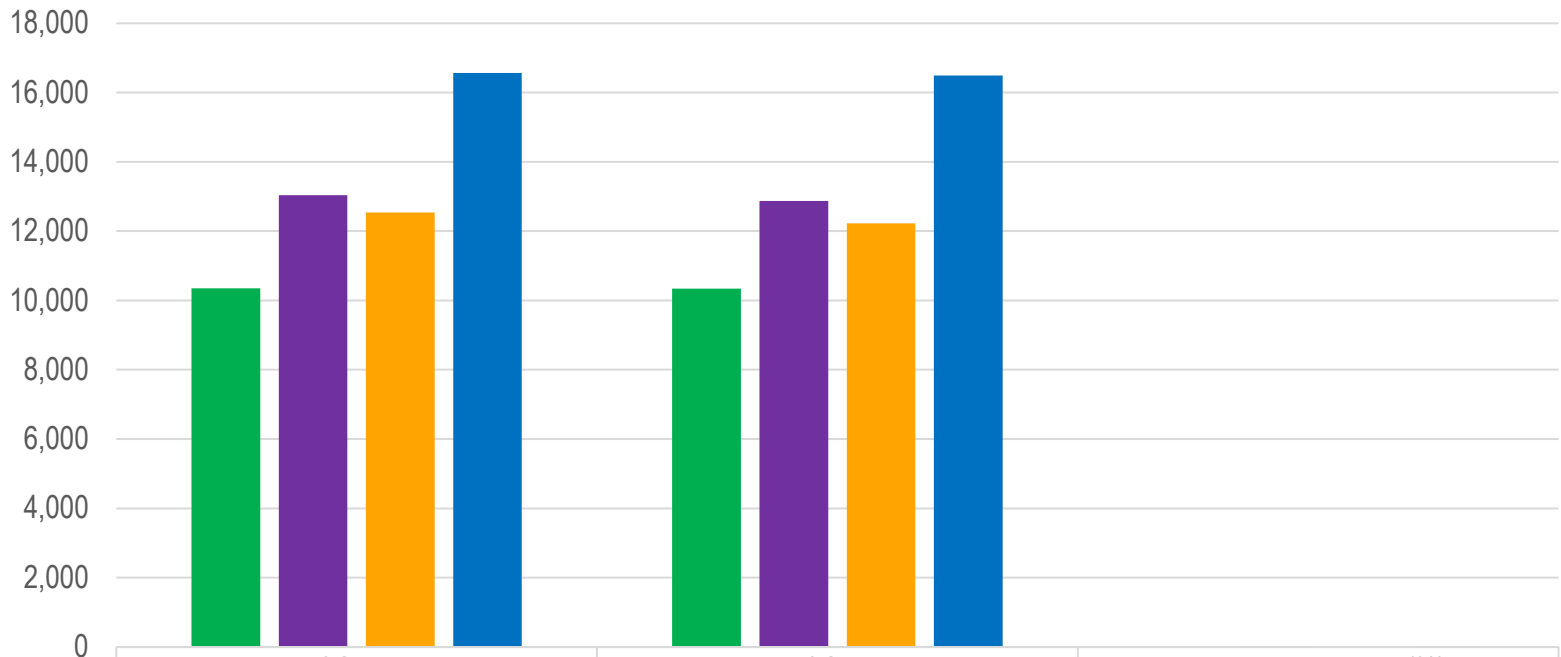


CMO Call Center Statistics

CMO Telephone Internet Provider (January 2021)



CMO Telephone Internet Member (January 2021)



	Number of Calls Received	Number of Calls Handled	Abadonment Rate (%)
AmeriGroup	10,354	10,338	0.1%
CareSource	13,039	12,872	1.17%
PeachState	12,539	12,222	2.53%
WellCare	16,567	16,487	1%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

