



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report

March 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

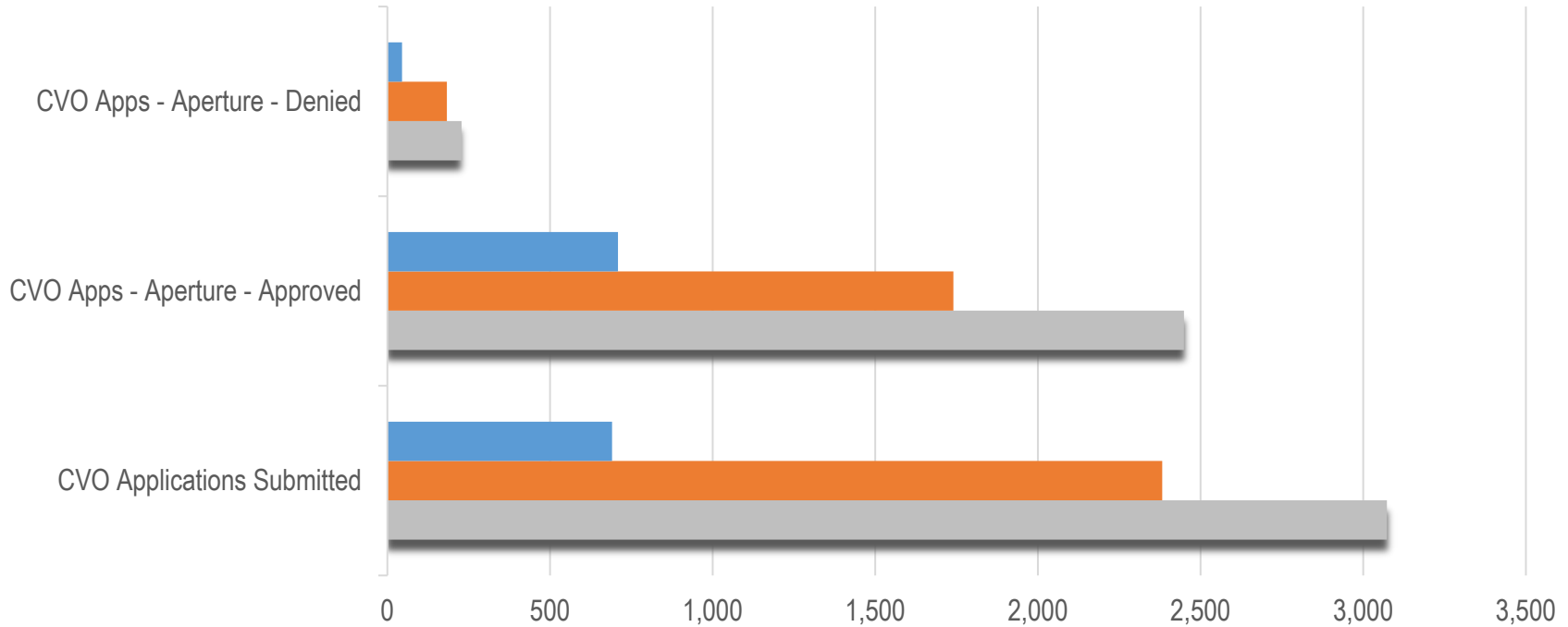
Georgia Families Membership by Region (March 2021)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	252,144	162,181	254,226	232,171	900,722
Central	29,946	38,540	58,513	70,168	197,167
East	31,887	15,567	11,255	35,726	94,435
North	70,231	48,818	28,371	76,743	224,163
Southeast	45,044	34,813	22,981	61,740	164,578
Southwest	21,421	22,977	75,690	34,577	154,665
Grand Total	450,673	322,896	451,036	511,125	1,735,730



Credentialing Verification Organization (CVO) (Aperture)

March 2021



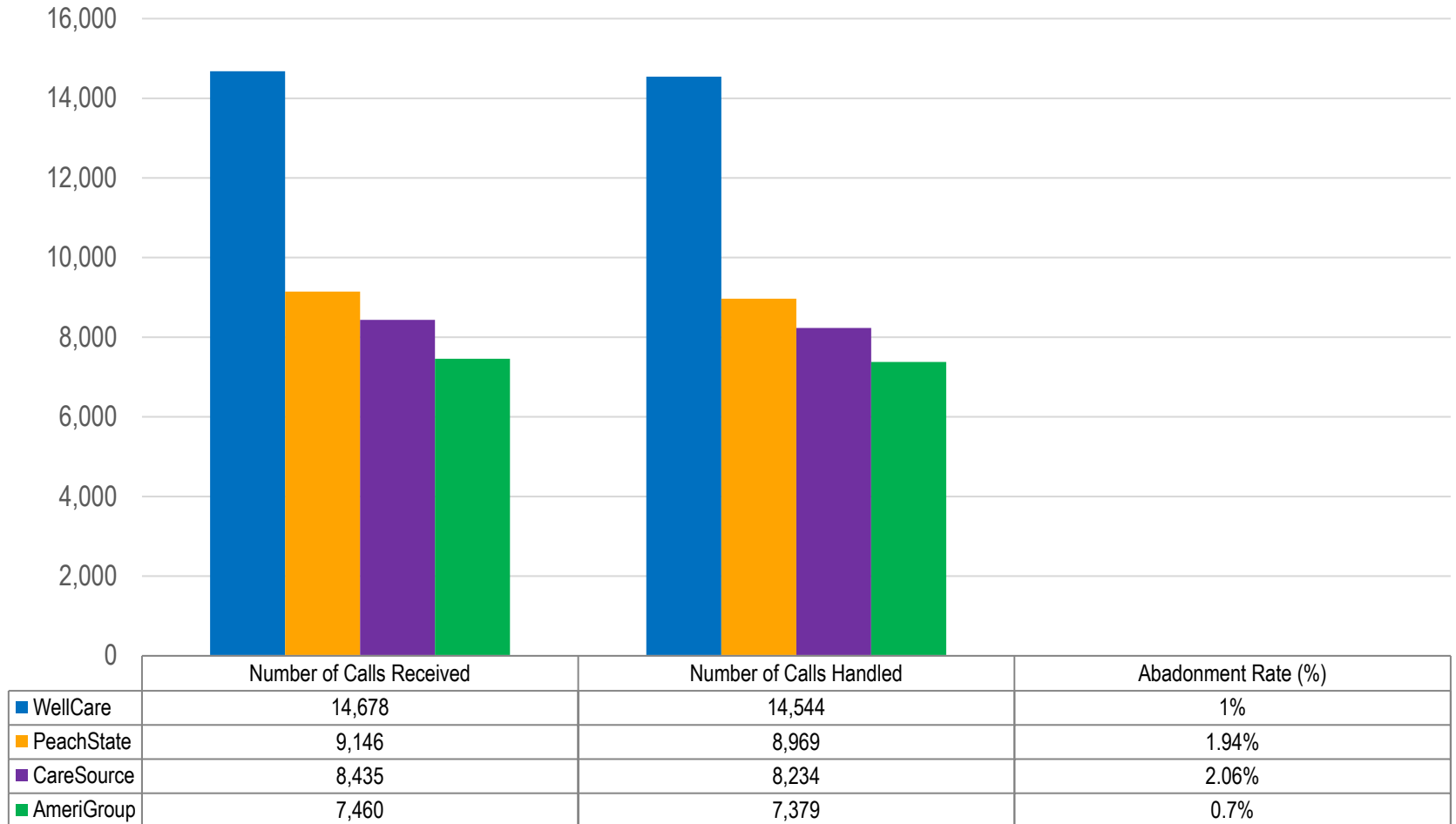
	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	691	709	45
■ Credential	2,382	1,740	183
■ Total	3,073	2,449	228



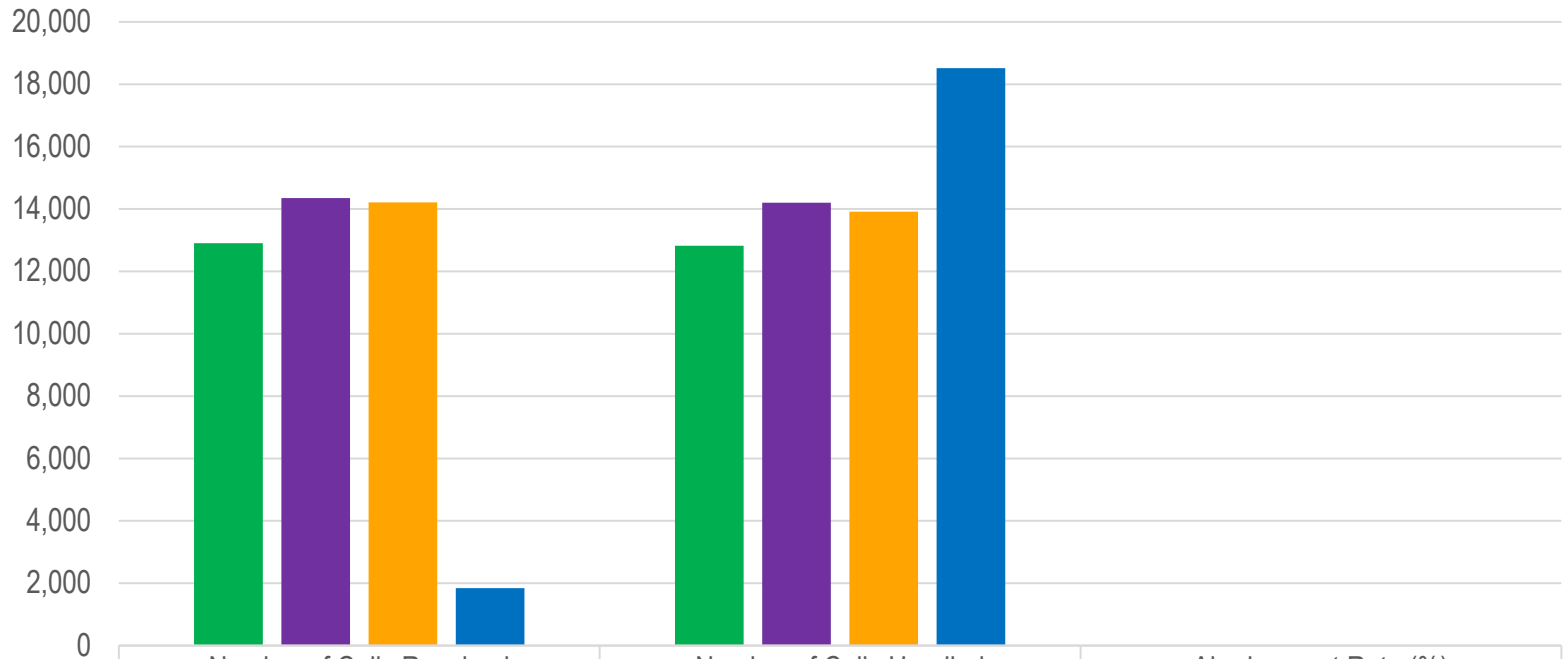
CMO Call Center Statistics

CMO Telephone Internet Provider

(March 2021)



CMO Telephone Internet Member (March 2021)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
AmeriGroup	12,901	12,821	0.3%
CareSource	14,350	14,203	0.97%
PeachState	14,210	13,915	2.08%
WellCare	1,843	18,516	1%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

