



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report

March 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

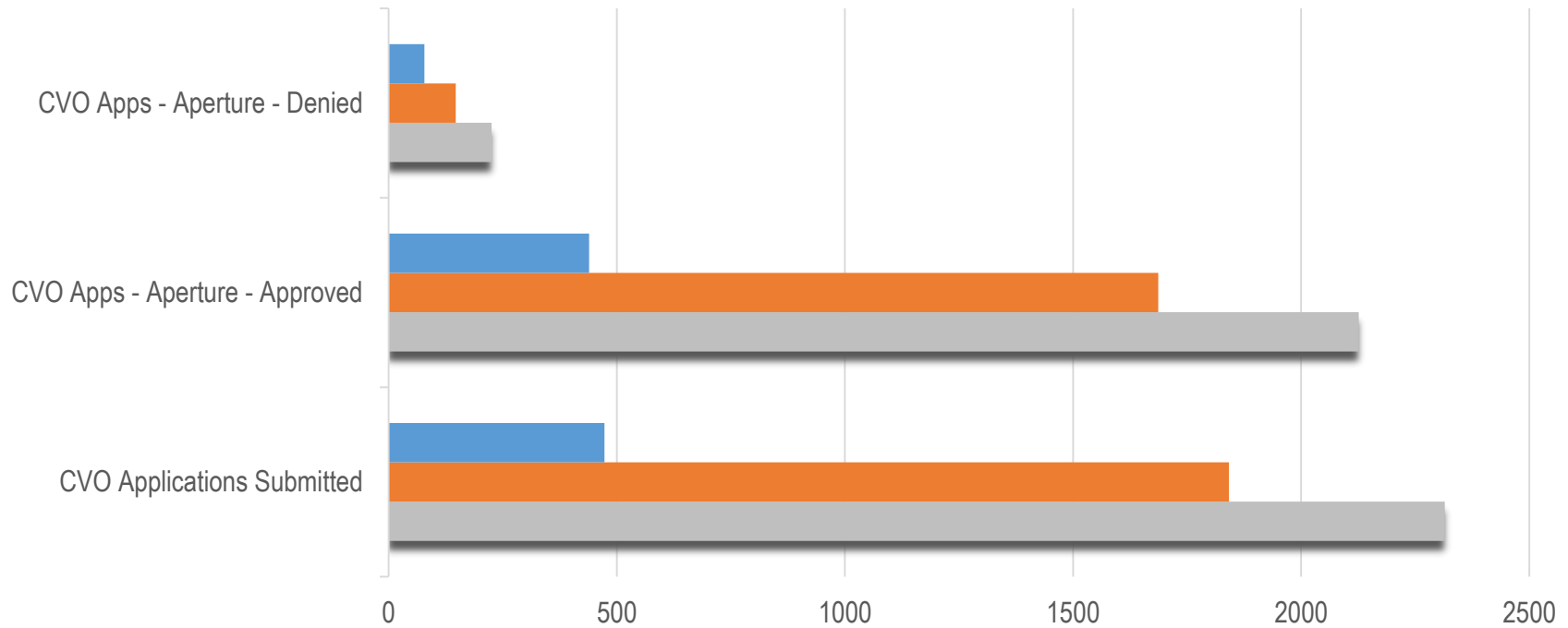
Georgia Families Membership by Region (March 2020)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	193,862	109,849	196,462	205,109	705,282
Central	21,285	29,596	46,281	63,878	161,040
East	25,445	11,895	7,136	32,680	77,156
North	55,471	37,056	18,743	70,227	181,497
Southeast	35,143	25,257	14,618	57,211	132,229
Southwest	15,936	17,667	65,245	31,589	130,437
Grand Total	347,142	231,320	348,485	460,694	1,387,641



Credentialing Verification Organization (CVO) (Aperture)

March 2020



	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredentialing	473	439	78
■ Credentialing	1842	1687	147
■ Total	2315	2126	225

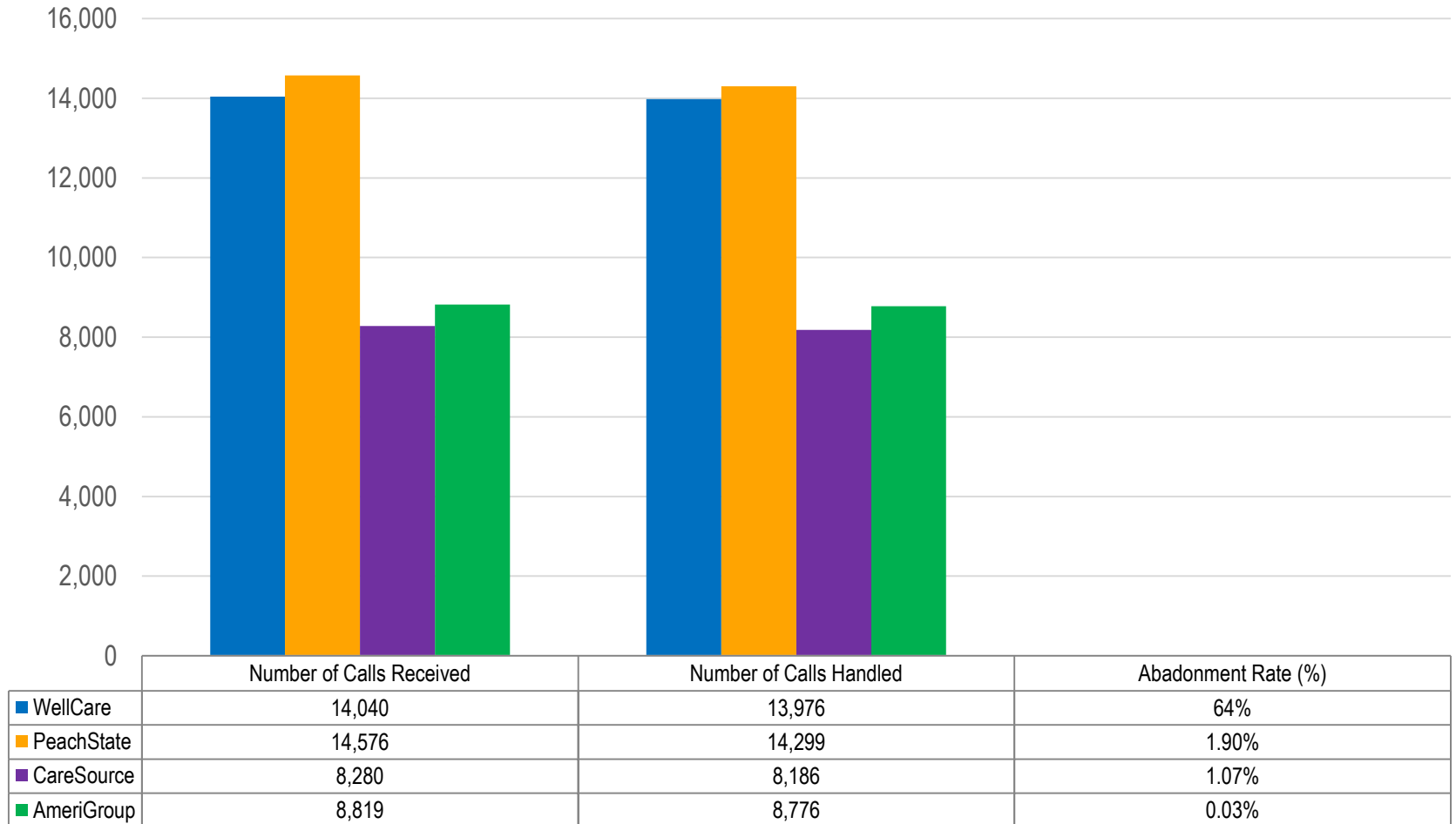




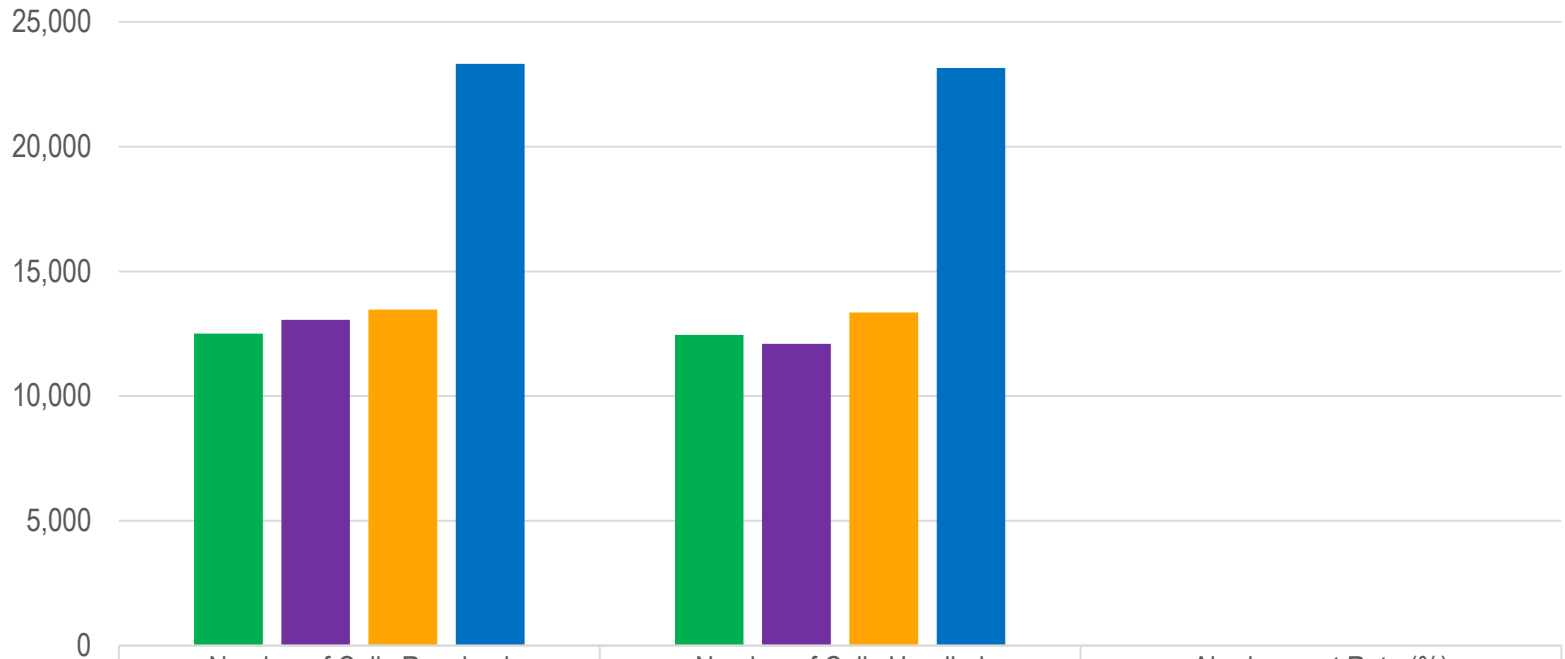
CMO Call Center Statistics

CMO Telephone Internet Provider

(March 2020)



CMO Telephone Internet Member (March 2020)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
AmeriGroup	12,506	12,459	0.02%
CareSource	13,057	12,093	1.09%
PeachState	13,465	13,349	0.86%
WellCare	23,315	23,148	1%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

