



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# CMO Flash Report September 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](http://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

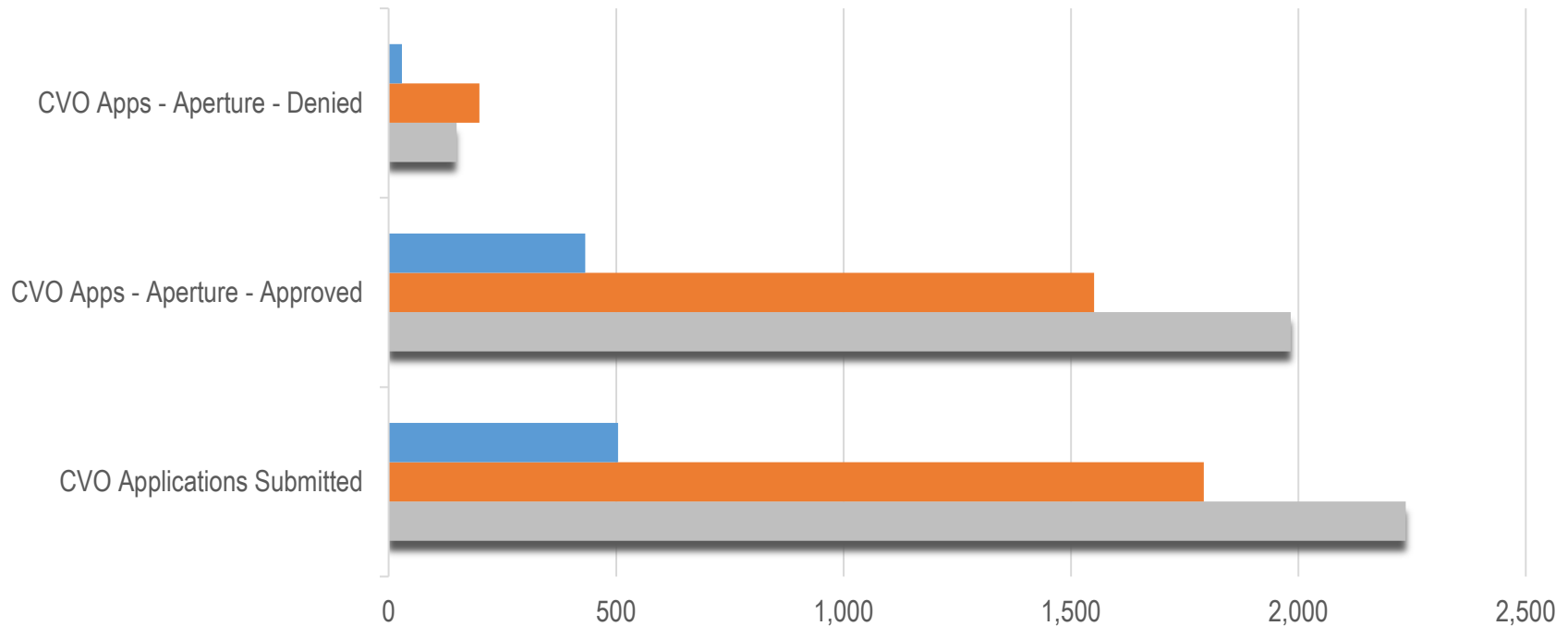
# CMO Enrollment

## Georgia Families Membership by Region (September 2020)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	227,974	140,054	230,089	230,368	828,485
Central	26,318	34,741	53,591	69,240	183,890
East	29,307	14,154	9,497	35,403	88,361
North	64,453	44,034	24,223	75,881	208,591
Southeast	41,168	30,612	19,220	61,472	152,472
Southwest	19,131	20,729	71,786	34,298	145,944
<b>Grand Total</b>	<b>408,351</b>	<b>284,324</b>	<b>408,406</b>	<b>506,662</b>	<b>1,607,743</b>

# Credentialing Verification Organization (CVO) (Aperture)

September 2020



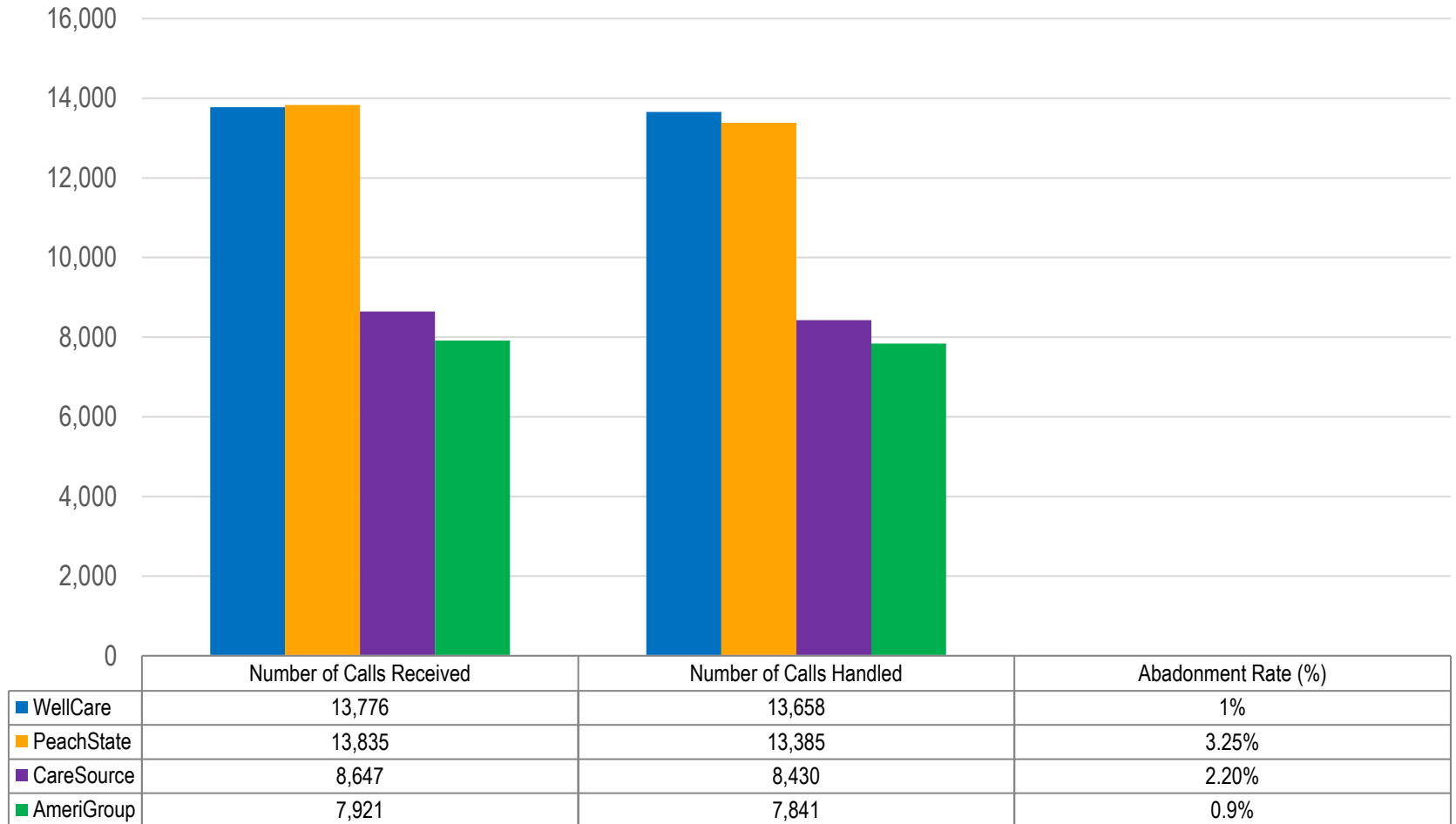
	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	504	432	29
■ Credential	1792	1551	199
■ Total	2,236	1983	149



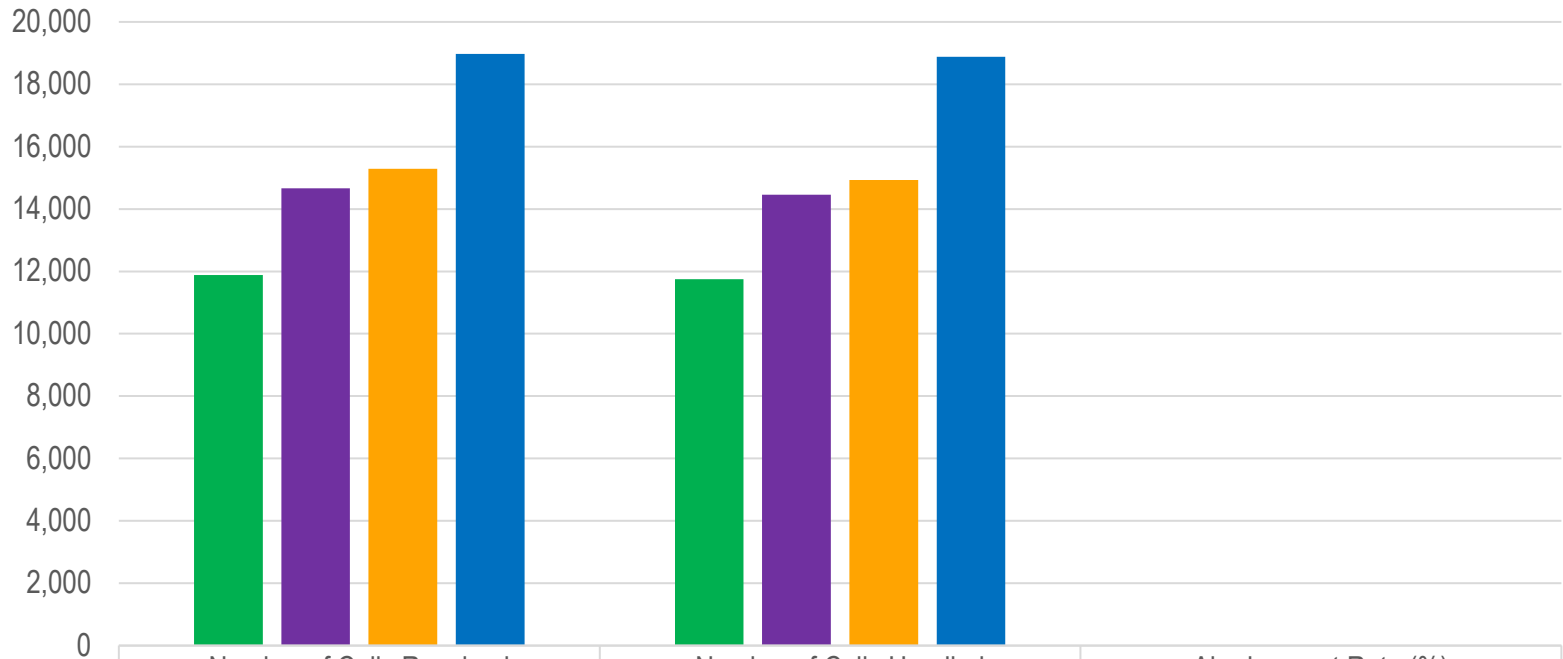
# CMO Call Center Statistics

# CMO Telephone Internet Provider

## (September 2020)



# CMO Telephone Internet Member (September 2020)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
AmeriGroup	11,886	11,745	1.0%
CareSource	14,667	14,463	1.25%
PeachState	15,285	14,926	2.35%
WellCare	18,972	18,882	0%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

