



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report November 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

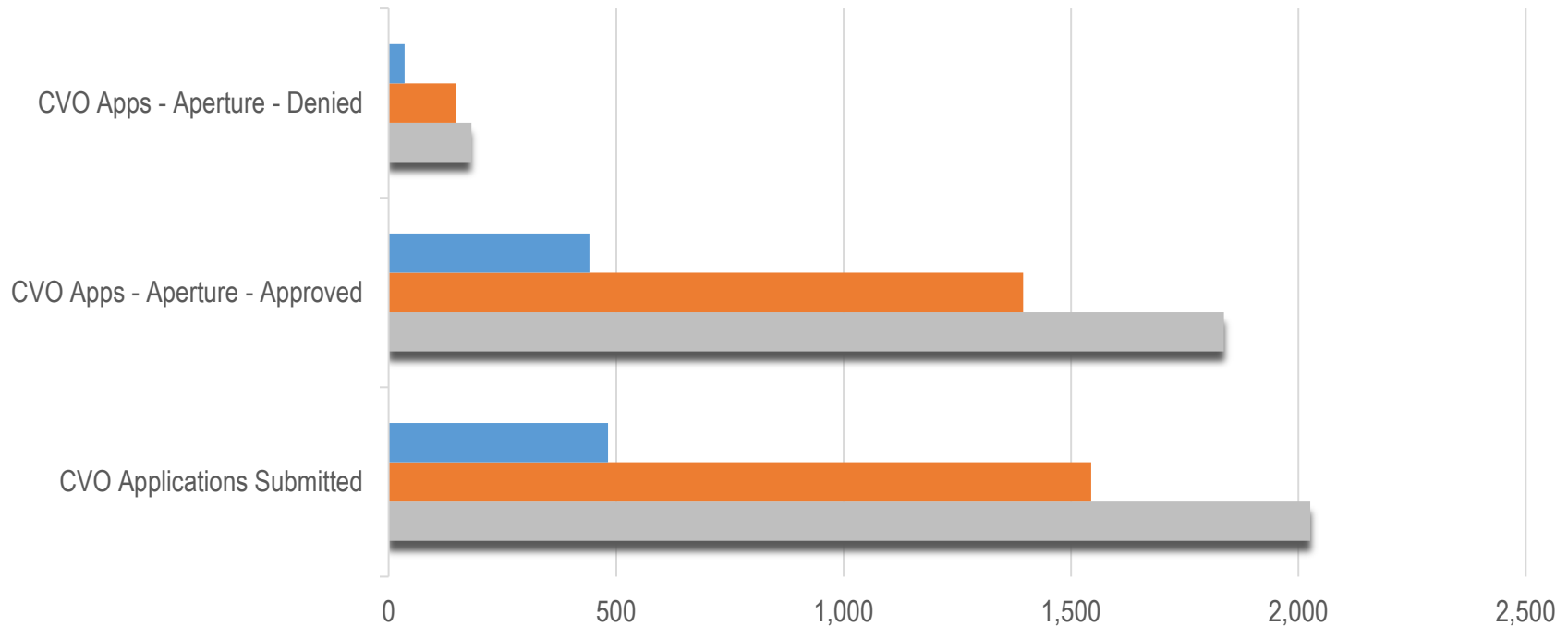
Georgia Families Membership by Region (November 2020)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	236,581	147,783	238,565	231,945	854,874
Central	27,644	36,187	55,410	69,791	189,032
East	30,296	14,753	10,075	35,652	90,776
North	66,661	45,787	25,761	76,426	214,635
Southeast	42,601	32,044	20,477	61,763	156,885
Southwest	20,019	21,593	73,428	34,514	149,554
Grand Total	423,802	298,147	423,716	510,091	1,655,756



Credentialing Verification Organization (CVO) (Aperture)

November 2020



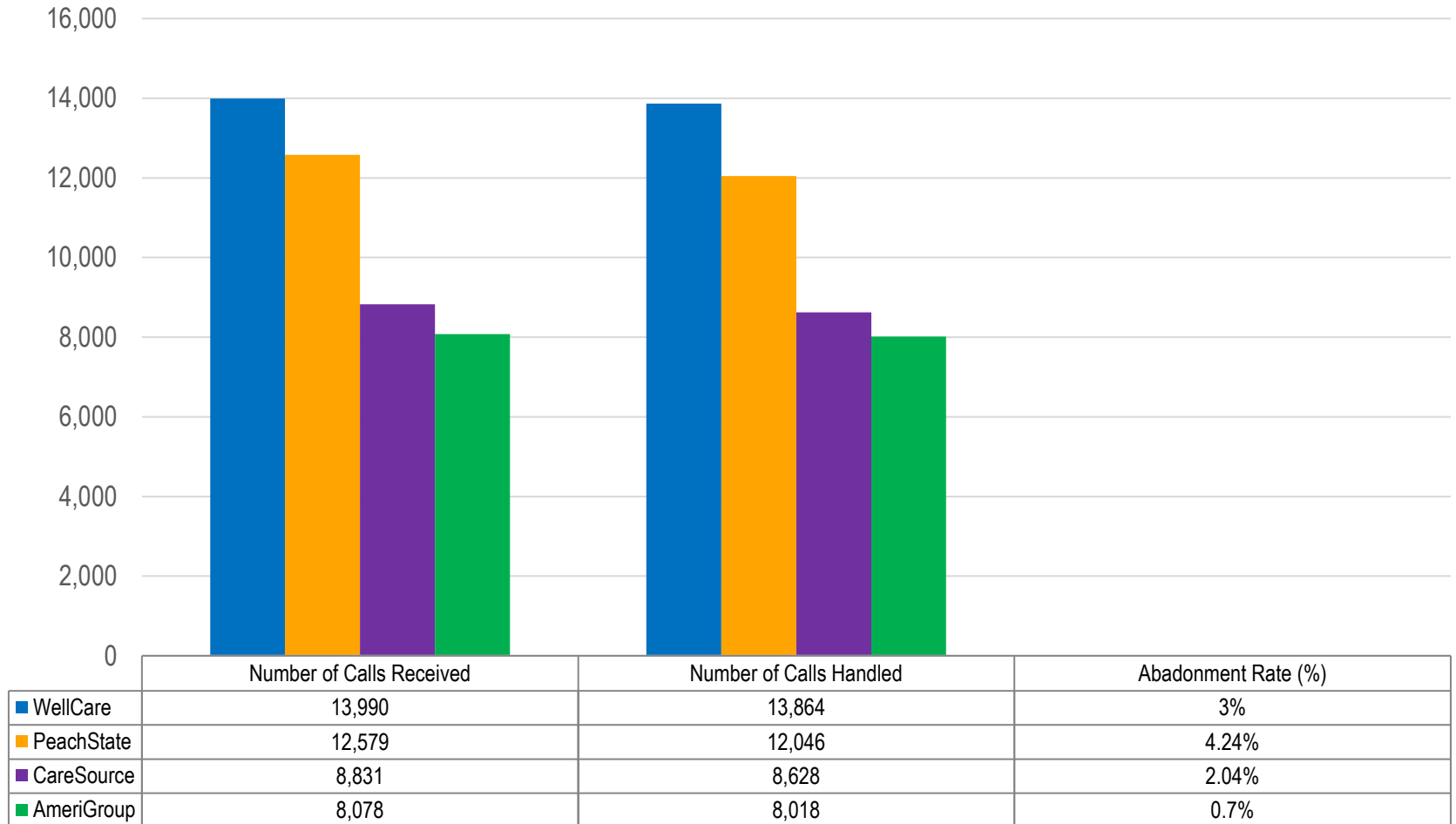
	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	482	441	35
■ Credential	1,544	1,395	147
■ Total	2,026	1,836	182



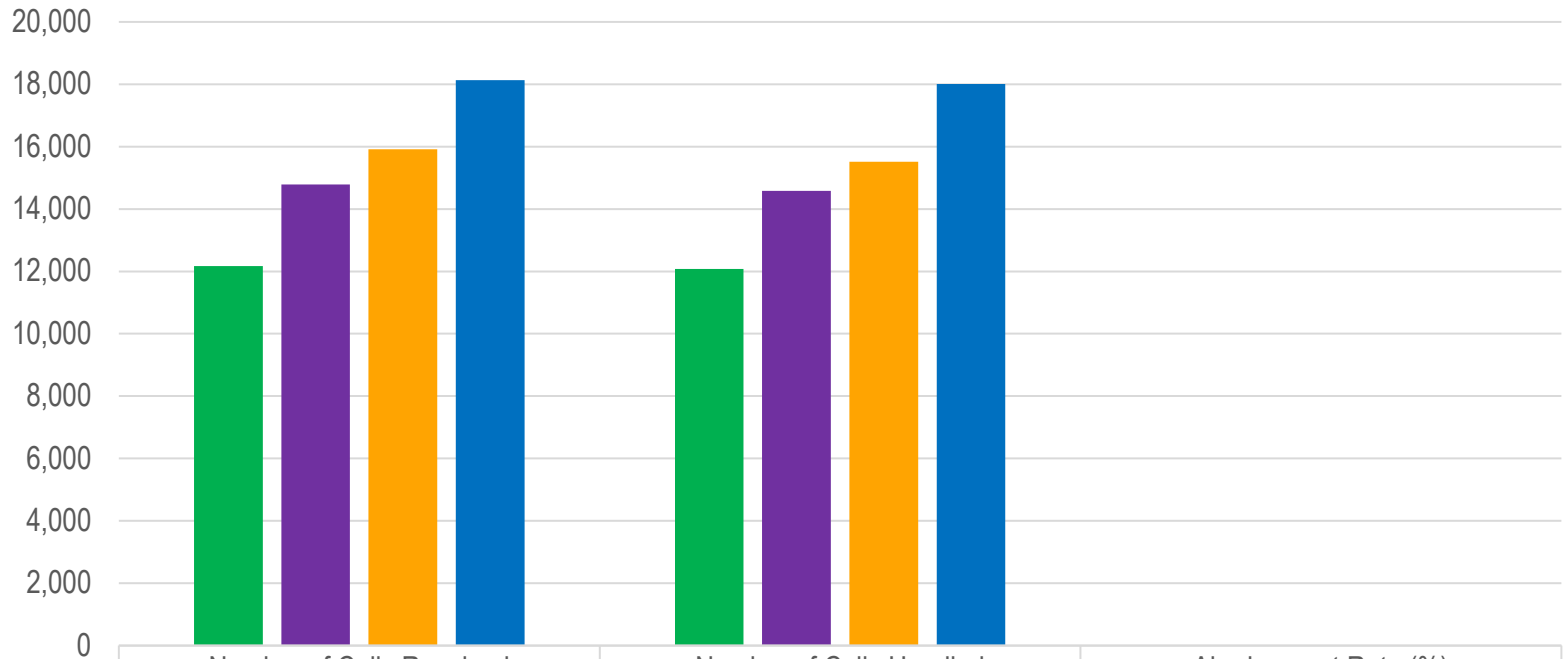
CMO Call Center Statistics

CMO Telephone Internet Provider

(November 2020)



CMO Telephone Internet Member (November 2020)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
AmeriGroup	12,173	12,078	0.7%
CareSource	14,791	14,583	1.24%
PeachState	15,916	15,512	2.54%
WellCare	18,129	18,013	1%

■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

