



**Georgia Families 360°  
Monitoring & Oversight Committee  
February 13, 2020**

**I. Call to order**

Lori Abramson-DCH – Georgia Families 360° called to order the meeting of the Georgia Families 360° Program’s Monitoring and Oversight Committee meeting at 2:00 p.m. on February 13, 2020 at 2 Peachtree St, SW, Atlanta, GA 30303, in the 36<sup>th</sup> floor Managed Care Boardroom.

**II. Welcome and Introductions**

The following Committee Members were present:

- Delegate Shemkia Harris, DFCS
- Wendy Tiegreen, DBHDD
- Stephanie Pearson, DBHDD
- Catherine Ivy, DCH, Deputy Executive Director. Service Delivery & Administration Office
- Marvis Butler, DCH, Medicaid; Georgia Families 360°
- Lori Abramson, DCH, Medicaid; Georgia Families 360°

**III. Opening Remarks- DCH/Lori Abramson**

Lori Abramson welcomed the Committee Members and public attendees. The Committee Members introduced themselves.

**IV. Department of Community Health December 2019 Dashboard Review/ DCH, Marvis Butler**

- Review of Aid Categories and service utilization for the GF 360 population. (See Power Point)
- Review of the top 10 service categories and top ten clinical conditions for medical and behavioral health. (See PowerPoint)

- DBHDD noted a discrepancy between the current enrollment numbers for CBAY on the dashboard and those enrolled in DBHDD's records. This will be researched and the numbers reconciled.

#### **V. Georgia Families 360 Process Improvement Plans (PIP). AGP/Debra Robinson**

- PIP is a methodology that identifies healthcare processes that need improvement, sets improvement goals, implements possible interventions on a small scale, and then spreads best practices to a larger audience
- PIPs are a contract requirement for Amerigroup. They are overseen by the Health Services Advisor Group (HSAG), the DCH External Quality Review Organization (EQRO).
  - PIP topics: ED Readmission Reduction to reduce the number of readmits of members going to the ED with non-emergent behavioral health issues by 5%.
  - Behavioral Health inpatient readmission reduction including 31-60 days post discharge management by Amerigroup Care Coordinators. The goal is to reduce behavioral health readmissions by 5% for members previously monitored by the post discharge management care coordination team.
  - Amerigroup shared that their current pilot project at the Georgia Baptist Children's home in Macon has resulted in an 86% decrease law enforcement involvement and an uptick in more appropriate behavioral health Inpatient admissions.

#### **VI. Behavioral and Physical Health Trends. AGP/Debra Robinson**

- The top 5 behavioral health diagnoses from claims data includes Reaction to Severe Stress and Adjustment issues, ADHD, Conduct Disorder, Major Depressive Disorder Recurrent, and Persistent Mood Affective Disorders.
- Post Discharge Team program activities include ongoing review of psychotropic medication claims data and daily clinical case reviews with the Behavioral Health Medical Director at Amerigroup.
- For ages 6-10 and 11-15, the top diagnoses are Reaction to Severe Stress and Adjustment disorder and ADHD.
- For physical health the top 5 diagnoses are sore throat, ear infections, fever, cough, and upper respiratory infections.

#### **VII. Trauma Assessment Review, AGP/Siyama Drake**

- Siyama reviewed the processes that occur between Amerigroup and DFCS to get the trauma assessments completed.
- Trauma assessments are completed by all children entering foster care age 5 and up. A developmental assessment is completed on children under five years old.
- Review of some of the barriers to getting them completed in a timely manner. (See PowerPoint)
- Review for providers of the elements that must be included in the trauma assessment.

### **VIII. Telemedicine, AGP/ Vivian Scott**

- Originating Site: the location of the Medicaid member at the time the service is delivered via a HIPPA approved telecommunications system. Originating sites are paid an originating site facility fee by Medicaid.
- Distant Site: where the physician or other provider is located at the time that the service is provided. These are also billed to Medicaid using the appropriate modifiers.
- Providers must use an interactive audio and video telecommunications system that permits real time communication between the provider, at the distant site, and the member, at the originating site.
- Distant site eligible providers include: Physicians, Clinical Psychologists, LCSWs, LPCs and LMFTs, Supervised associate-licensure social workers, and Counselors and marriage/family therapists.
- For a list of services eligible to be rendered via telemedicine and all additional telemedicine policies and regulations recognized by Amerigroup, please refer to the Georgia Department of Community Health Telemedicine Guidance Manual located on the GAMMIS web portal.

### **IX. Provider Network, AGP/Vivian Scott**

- See PowerPoint for the Network Unique provider count. Amerigroup has over 28,000 providers for GF 360 members to use.
- DFCS noted that foster parents are not always aware of community resources that are available to them. It was suggested that information on this be added to the DFCS foster parent Impact training.

### **X. Care Management Entities (CMEs) Heather Stanley, Lookout Mountain and Chad Jones/ Viewpoint Health**

- CME is a strengths-based model and the goals are set in coordination with the member and family desires. The program involves intensive care coordination. It does not provide therapy but works closely with behavioral health providers and all collateral contacts in the child/youth's life. Peer parent and youth are integral part of the program. CMEs develop direct access partnerships on behalf of the youth. The program also has flexible funds to provide enrichment activities for the participants.
- Referrals are made to Lookout Mountain via the wings.com email. Referrals to Viewpoint are through the [referrals@vphealth.org](mailto:referrals@vphealth.org).
- Barriers to enrollment include: a lack of understanding of what the program is, families unwilling to have the intensity of contact the program requires, authorization challenges with CMOs, difficulty obtaining parental consent from DFCS, and travel issues given that the program is statewide.

## **XI. Adjournment**

The meeting was adjourned by Lori Abramson at 3:30 PM.

Next meeting is scheduled for Thursday May 14, 2020 from 2:00 p.m. – 3:30 p.m. at 2 Peachtree St., SW, Atlanta, GA 30303 – 36<sup>th</sup> floor Managed Care Boardroom. Invitations will be sent to Committee Members.

Minutes submitted by Lori Abramson, DCH, Georgia Families 360°

Minutes approved by Marvis Butler, DCH, Manager Georgia Families 360°