

FAQ

Georgia Families 360° Managed Care for Foster Care, Adoption Assistance and Juvenile Justice Members Frequently Asked Questions

Beginning on March 3, 2014, approximately 27,000 children, youth, and young adults in foster care, children and youth receiving adoption assistance, and select youth involved in the juvenile justice system began receiving Medicaid benefits through the Georgia Families 360° Program; Georgia's specialized managed care program designed specifically for this population. Amerigroup Community Care of Georgia, one of Georgia's Care Management Organizations (CMOs), is the sole CMO that provides health care coverage for the populations.

What is Georgia Families 360°?

Georgia Families 360° is the name of the Medicaid program covering children and youth in Foster Care, Adoption Assistance, and select youth in the custody of the Department of Juvenile Justice for healthcare benefits. This program is administered by Amerigroup, a managed care company.

What are the benefits and services that my child receive?

Georgia Families 360° members get coordinated care and services such as:

- Various evaluations determined necessary for this special population such as clinical screening for the effects of trauma
- Developmental milestone screening and ongoing care from a primary care pediatrician enrolled in the network
- Wellness visits and shots to help keep your child healthy
- Vision and dental care
- Necessary prescription medication
- Specialty medical services and hospital stays
- Behavioral health services

What are some of the additional benefits and services offered to children enrolled in Georgia Families 360°?

Members can receive a lot of extra benefits! Some examples to help you stay healthy like:

- A dental exam and cleaning every six months

FAQ



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- Free over-the-counter medicine
- Personal exercise kit
- Free weight-management program for ages 10 and up
- GED assistance
- Supports to keep you healthy after an emergency
- Pest control
- Free flu shots
- Free Boys and Girls Club Membership

How do I enroll my child in “regular” Medicaid?

Call the Division of Family and Children Services (DFCS) information line at 1-877-423-4746. You will be directed to a local office that can help you. You can apply for Medicaid online at either [Georgia Gateway](https://gateway.ga.gov) at <https://gateway.ga.gov> or www.healthcare.gov.

You can also apply for Medicaid at the following locations:

- Social Security Administration [offices](#)
- Health departments, some hospitals, and nursing homes
- Local [Right from the Start Medicaid](#) (RSM) project offices

The Department of Juvenile Justice (DJJ), will complete the application for children in their custody.

How does a child get enrolled in Georgia Families 360°?

All eligible members in Foster Care and Department of Juvenile Justice must be enrolled in the Georgia Families 360° program with Amerigroup health plan. Because Georgia Families 360° is designed to serve a specific population of children and youth, a parent cannot enroll their child in this program. Please see the description above of how to enroll a child for general Medicaid benefits.

Can a child be moved to another type of Medicaid at any time?

Adoption Assistance members can change to Fee-for-Service Medicaid without cause during the first 90 days of enrollment. After 90 days, you can make a change yearly during your enrollment anniversary. Please call 1-855-661-2021 (TTY 711) for disenrollment information.

FAQ

Members enrolled in the following programs are excluded from enrollment in Amerigroup:

- Children under 21 in Adoption Assistance under Title IV-E of the Social Security Act and enrolled in the Georgia Pediatric Program (GAPP)
- Children living outside of Georgia
- Children assigned out of the state of Georgia
- Members of federally recognized tribes
- Children who are enrolled in the Children's Medical Services (CMS) program administered by the Georgia Department of Public Health
- Members enrolled in:
 - Medicare
 - A nursing home type of aid
 - A hospice type of aid
 - Fee-for-Service Medicaid through Supplemental Security Income prior to enrollment in Georgia Families 360°

How do I contact Amerigroup if I have a question about my foster child's healthcare?

Call the toll-free Georgia Families 360° Member Intake Line 24 hours a day, 7 days a week at 1-855-661-2021. You must be able to answer security questions when you call. Make sure that your DFCS case worker has provided you with this information.

How do I find a medical, dental, or behavioral health provider in the Amerigroup network? Is there a web address?

Yes. At this site you will be able to find information about the program, trainings, and a provider search so that you can ensure that you have a provider in the Amerigroup network. <https://www.myamerigroup.com/ga/your-plan/georgia-families-360.html>. You can also call Georgia Families 360° Member Intake Line 24 hours a day, 7 days a week at 1-855-661-2021.

What does a Care Coordinator do?

Amerigroup will assign the member a care coordinator to help the member get the health care he or she needs. This is usually a licensed nurse or behavioral health provider.

Care coordinators will help by:

FAQ



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- Serving as the main contact between the member(s), Amerigroup, state agencies, foster parents, other caregivers and the member's doctors
- Keeping all doctors and authorized caregivers up to date on the member's care and services
- Make suggestions for additions to the member's treatment plan

Need help with enrollment?

Georgia Families 360°: 1-855-661-2021 (TTY 711) or visit the [Georgia Families 360°](#) website

Still have questions?

Call Georgia Families 360° Member Intake Line: 1-855-661-2021 (TTY 1-800-855-2880) from 7 a.m. to 7 p.m. Monday through Friday to get answers about your benefits, find your doctor or change your doctor.

The Member Handbook addresses most questions that you may have about Georgia Families 360° in detail. Please read it thoroughly and refer to it as needed. Here is the link:

https://www.myamerigroup.com/ga/gaga_fc_mhb_eng.pdf



Choices for a Healthy Life