

## Georgia Families 360°



*Choices for a Healthy Life*

### Overview

Georgia Families 360° is Georgia's managed care program for children, youth, and young adults in foster care, children, youth receiving adoption assistance, and select youth involved in the juvenile justice system. Launched in 2014, one of the state's CMOs, Amerigroup Community Care of Georgia, provides healthcare coverage for these populations.

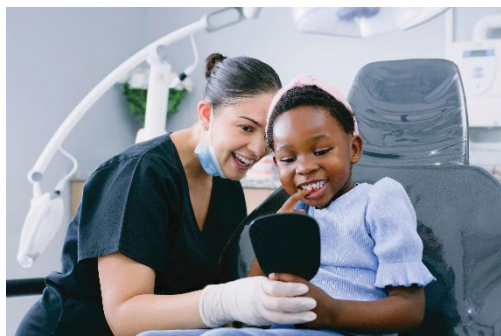
### Benefits and Services

Georgia Families 360° members get coordinated care such as:

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

### Additional Benefits and Services

- Dental exam and cleaning every six months
- Free over-the-counter medicine
- Personal exercise kit
- Free weight-management program for ages 10 and up
- GED assistance
- Support to keep the child healthy after an emergency
- Pest control services and hypoallergenic pillow for members diagnosed with asthma
- Free Girl Scout membership
- Free Boys and Girls Club membership for ages 6-18



## How Does a Child Get Enrolled in Georgia Families 360°?

All eligible members in foster care and the Department of Juvenile Justice (DJJ) must be enrolled in the Georgia Families 360° program with an 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 below on how to enroll a child for general Medicaid benefits.

## How to Enroll in “Regular” Medicaid (non-Georgia Families 360°)

Call the Division of Family and Children Services (DFCS) information line at 1-877-423-4746, or go to your local DFCS office: [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations).

You can apply for Medicaid online through Georgia Gateway at [gateway.ga.gov](https://gateway.ga.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

DJJ will complete the application for children in their custody.

## Adoption Assistance

Georgia Families 360° Adoption Assistance members can change to Fee-for-Service Medicaid without cause during their first 90 days of enrollment. After 90 days, you can make a change yearly during the enrollment anniversary. Please call 1-855-661-2021 (TTY 711) for disenrollment information.

### Excluded Populations

Members enrolled in the following programs are excluded from enrollment in Georgia Families 360°:

- 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
- 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
  - Nursing home level of care
  - Hospice level of care
  - Fee-for-Service Medicaid through Supplemental Security Income prior to enrollment in Georgia Families 360°

## How to Contact Amerigroup

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.

## Finding a Medical, Dental or Behavioral Health Provider

You can find information about the Georgia Families 360° program and how to search for a provider in the Amerigroup network at the following: [www.myamerigroup.com/ga/your-plan/georgia-families-360.html](http://www.myamerigroup.com/ga/your-plan/georgia-families-360.html). You can also call the Georgia Families 360° Member Intake Line at 1-855-661-2021.

## What Does a Care Coordinator Do?

Amerigroup will assign the member a care coordinator to help obtain assistance with their healthcare needs. This is usually a licensed nurse or behavioral health provider.

Care coordinators will help by:

- 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 at [medicaid.georgia.gov/programs/all-programs/georgia-families-360deg](http://medicaid.georgia.gov/programs/all-programs/georgia-families-360deg).

## 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. ET 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:

[www.myamerigroup.com/ga/gaga\\_fc\\_mhb\\_eng.pdf](http://www.myamerigroup.com/ga/gaga_fc_mhb_eng.pdf).