



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# CMO Flash Report January 2019





# 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

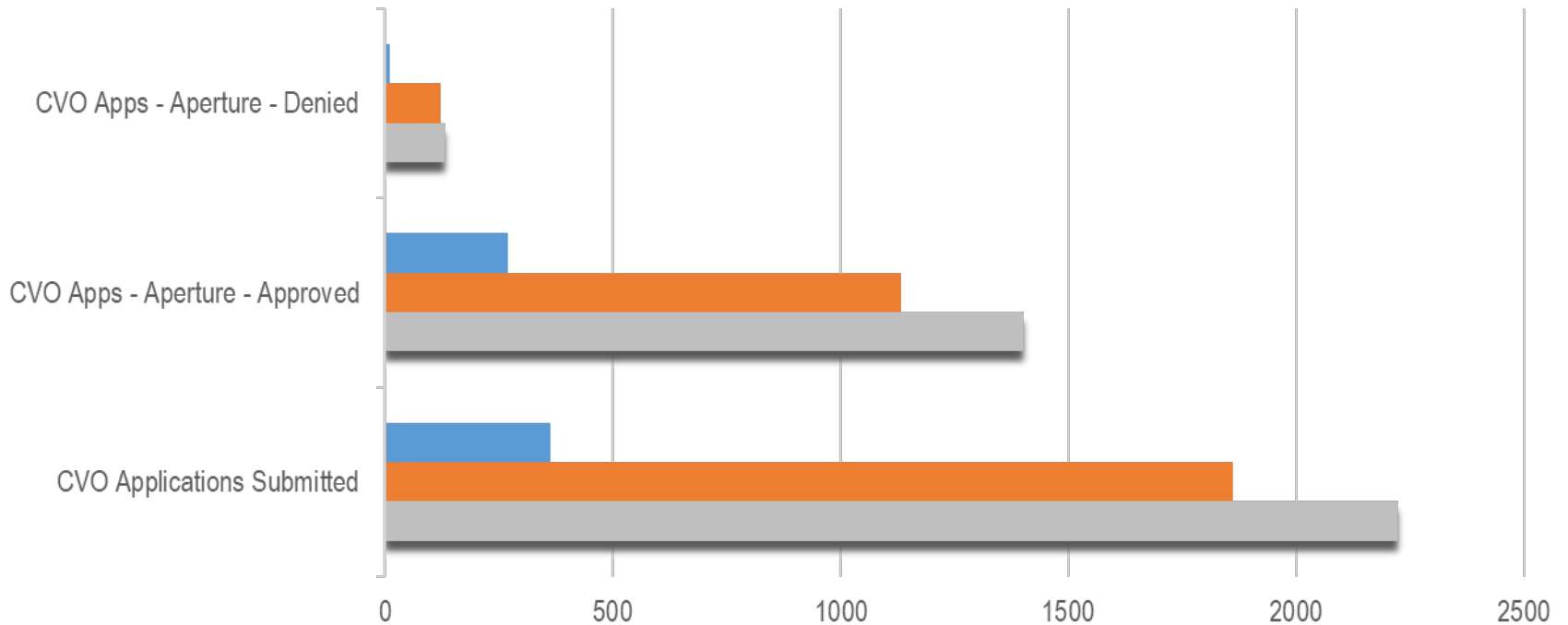
## Georgia Families Membership by Region (January 2019)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	189,952	90,635	198,086	210,527	689,200
Central	16,853	28,758	46,388	67,120	159,119
East	25,653	12,087	5,678	33,089	76,507
North	54,479	35,694	14,882	73,009	178,064
Southeast	34,981	24,368	11,752	59,725	130,826
Southwest	12,575	15,049	68,506	32,320	128,450
<b>Grand Total</b>	<b>334,493</b>	<b>206,591</b>	<b>345,292</b>	<b>475,790</b>	<b>1,362,166</b>



# Credentialing Verification Organization (CVO) (Aperture)

January 2019



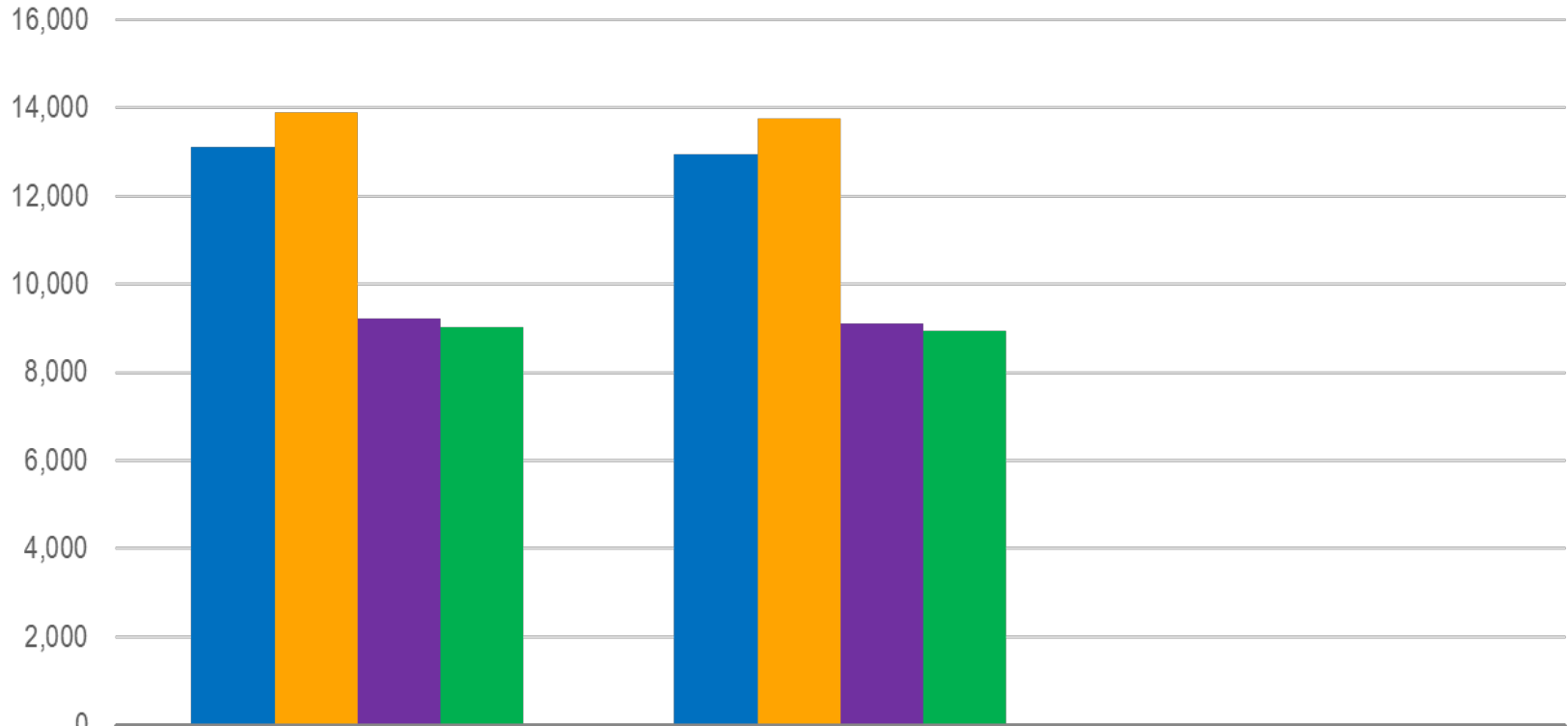
	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	362	269	10
■ Credential	1861	1132	121
■ Total	2223	1401	131



# CMO Call Center Statistics

# CMO Telephone Internet Provider

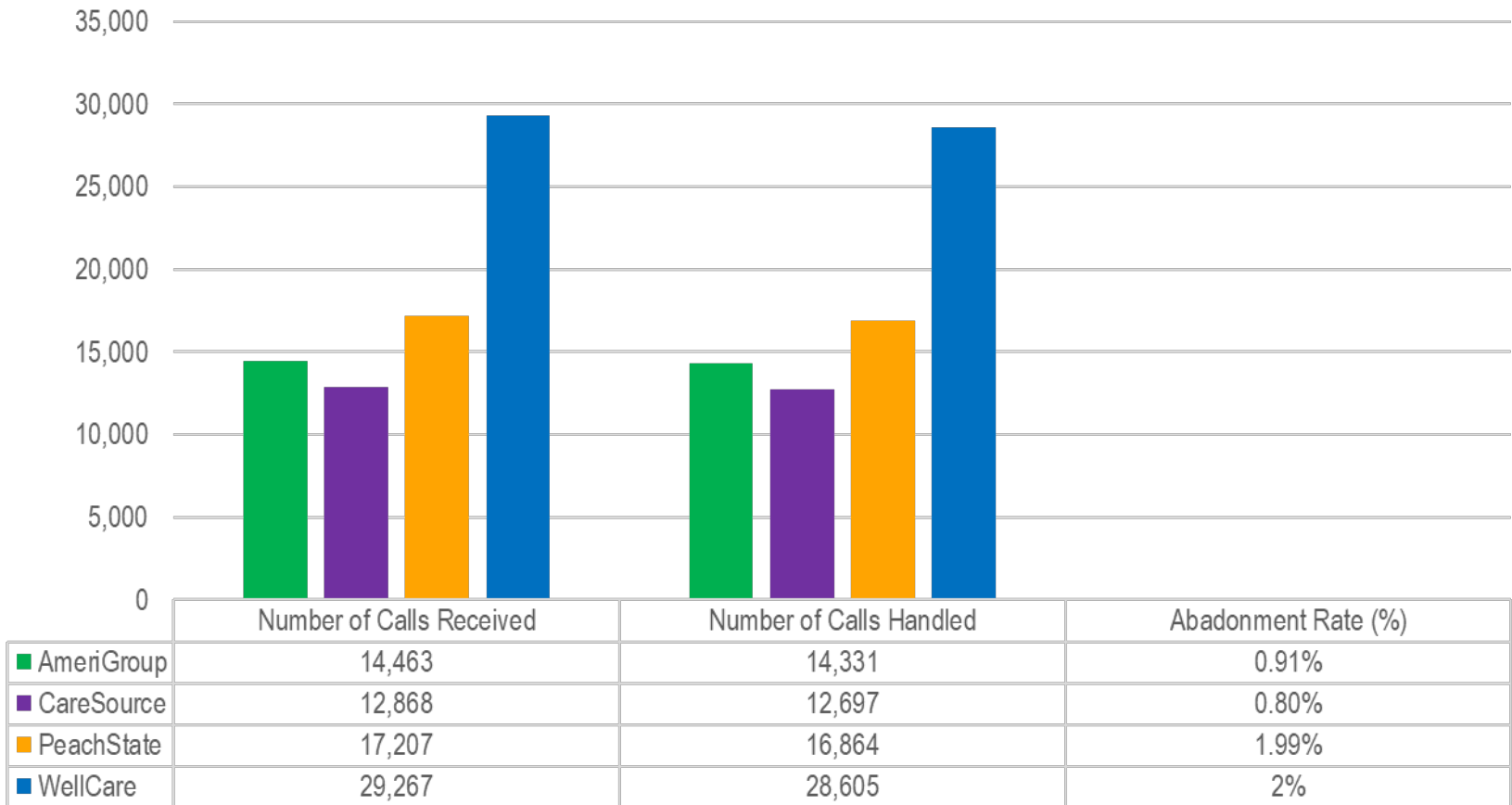
## (January 2019)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
WellCare	13,106	12,933	1%
PeachState	13,893	13,745	1.07%
CareSource	9,223	9,101	1.00%
AmeriGroup	9,021	8,943	0.86%



# CMO Telephone Internet Member (January 2019)



■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

