



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

CMO Flash Report December 2018





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

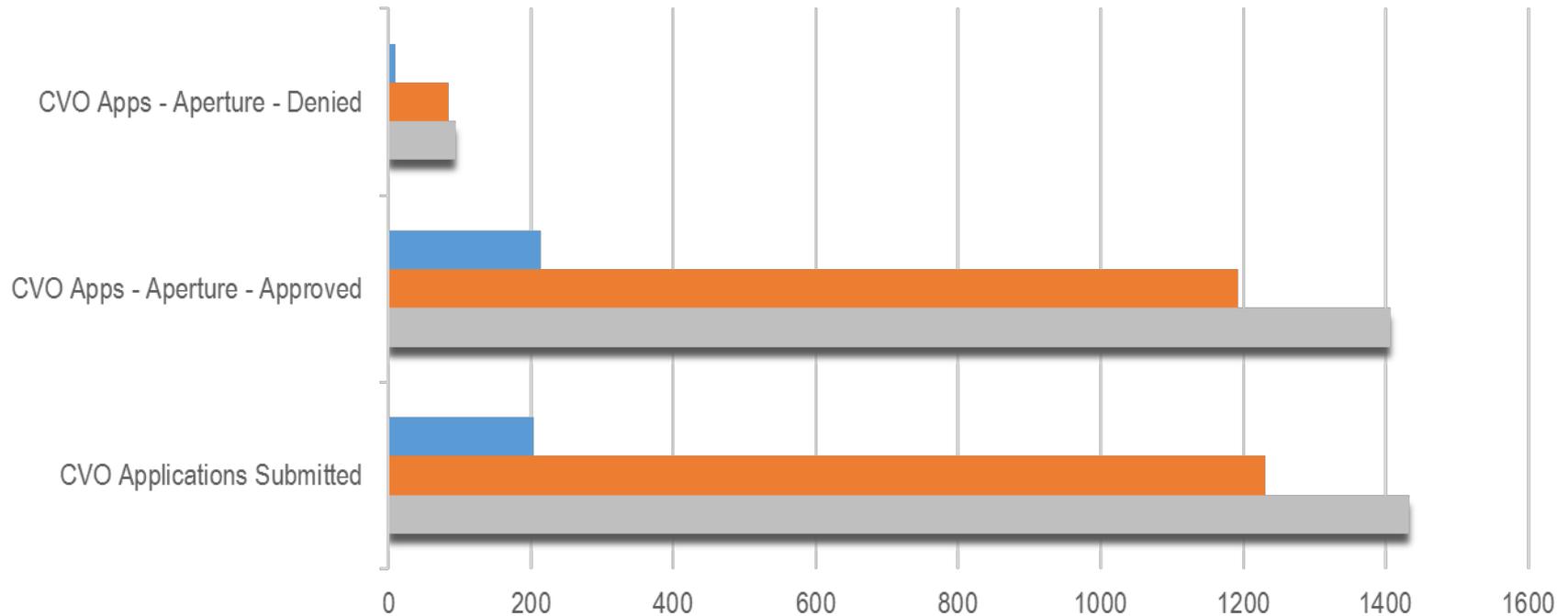
Georgia Families Membership by Region (December 2018)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	188,015	88,291	196,162	208,976	681,444
Central	16,175	28,286	45,938	67,017	157,416
East	25,530	11,883	5,466	33,018	75,897
North	53,764	35,211	14,281	72,645	175,901
Southeast	34,327	23,992	11,251	59,496	129,066
Southwest	12,065	14,678	68,316	32,134	127,193
Grand Total	329,876	202,341	341,414	473,286	1,346,917



Credentialing Verification Organization (CVO) (Aperture)

December 2018



	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
■ Recredential	203	214	10
■ Credential	1230	1193	84
■ Total	1433	1407	94

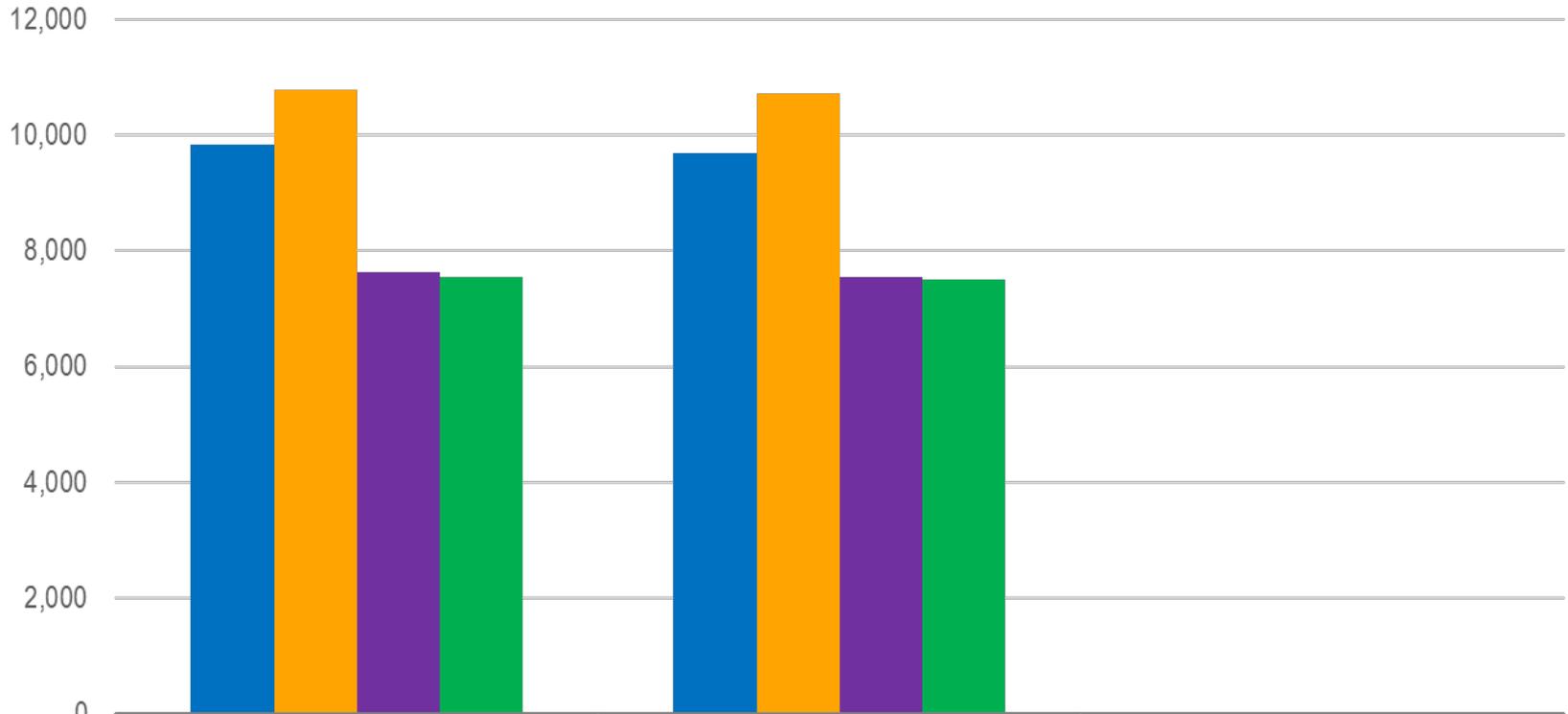




CMO Call Center Statistics

CMO Telephone Internet Provider

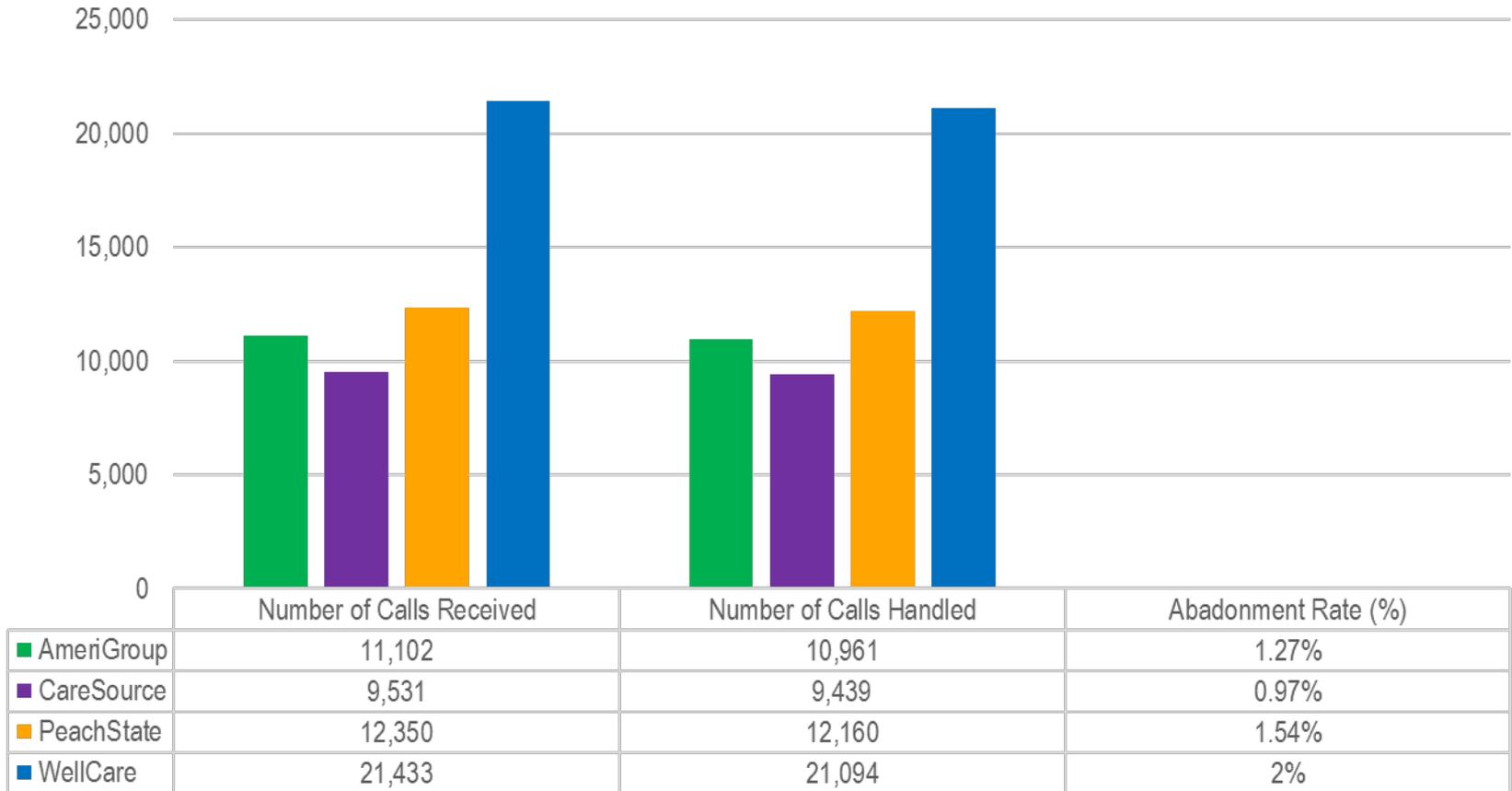
(December 2018)



	Number of Calls Received	Number of Calls Handled	Abandonment Rate (%)
WellCare	9,824	9,695	1%
PeachState	10,780	10,718	0.58%
CareSource	7,624	7,551	0.96%
AmeriGroup	7,543	7,496	0.62%



CMO Telephone Internet Member (December 2018)



■ AmeriGroup ■ CareSource ■ PeachState ■ WellCare

