Georgia Department of Community Health

CMO Flash Report
August 2018

Georgia Department of Community Health

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:

Amerigroup RealSolutions in healthcare

800-249-0442
NCQA - Commendable

CareSource

855-202-0729
NCQA - Interim

peach state health plan

866-874-0633
NCQA - Commendable

WellCare

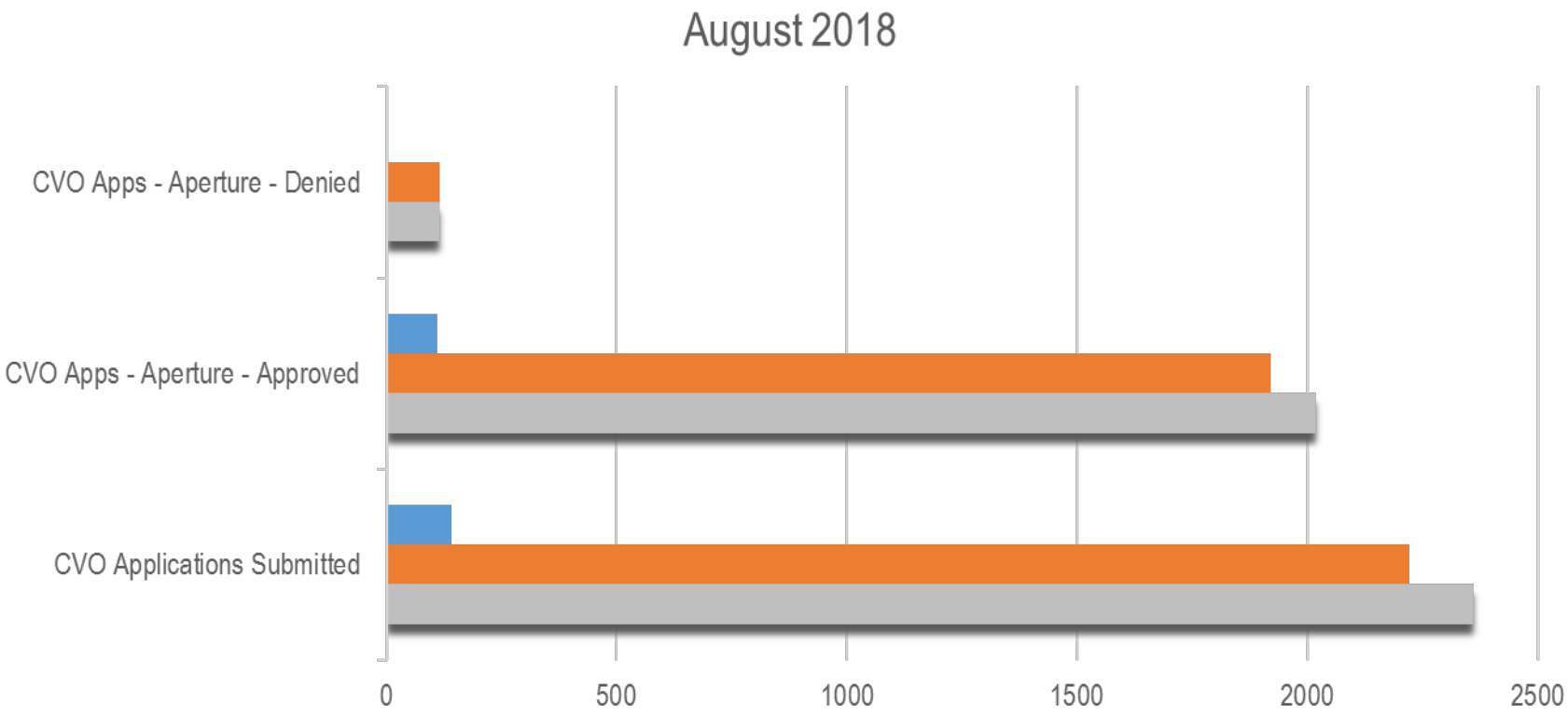
1-866-231-1821
NCQA - Commendable

CMO Enrollment

Georgia Families Membership by Region (August 2018)

Region	AmeriGroup	CareSource	PeachState	WellCare	Total Members
Atlanta	186,019	82,532	194,636	208,442	671,629
Central	14,491	27,741	45,386	67,132	154,750
East	25,064	11,972	4,854	32,933	74,823
North	53,217	35,110	12,920	72,969	174,216
Southeast	33,672	24,458	10,201	59,557	127,888
Southwest	10,933	14,051	69,208	32,357	126,549
Grand Total	**323,396**	**195,864**	**337,205**	**473,390**	**1,329,855**

Credentialing Verification Organization (CVO) (Aperture)



	CVO Applications Submitted	CVO Apps - Aperture - Approved	CVO Apps - Aperture - Denied
Recredential	142	110	2
Credential	2220	1919	114
Total	2362	2019	116

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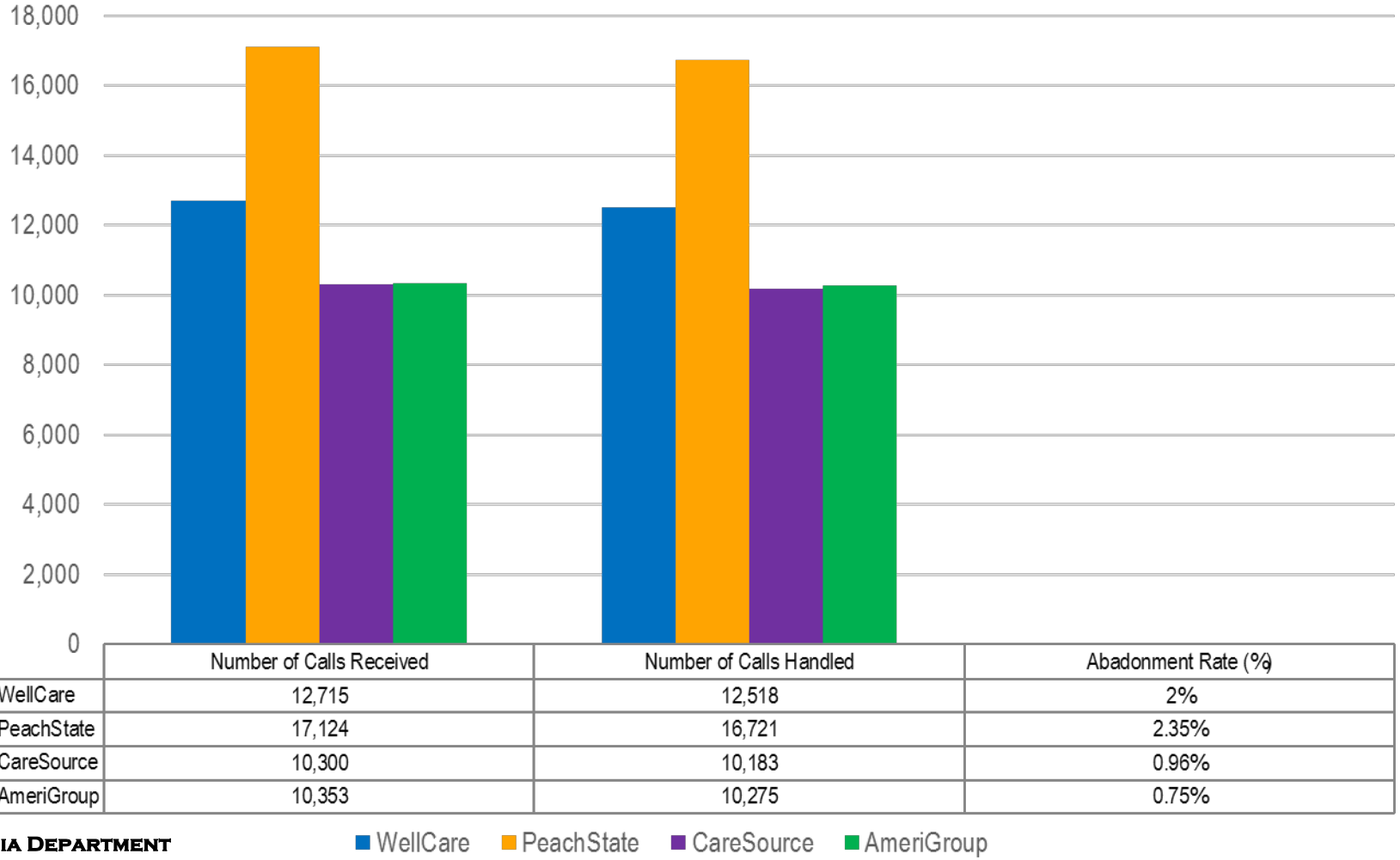
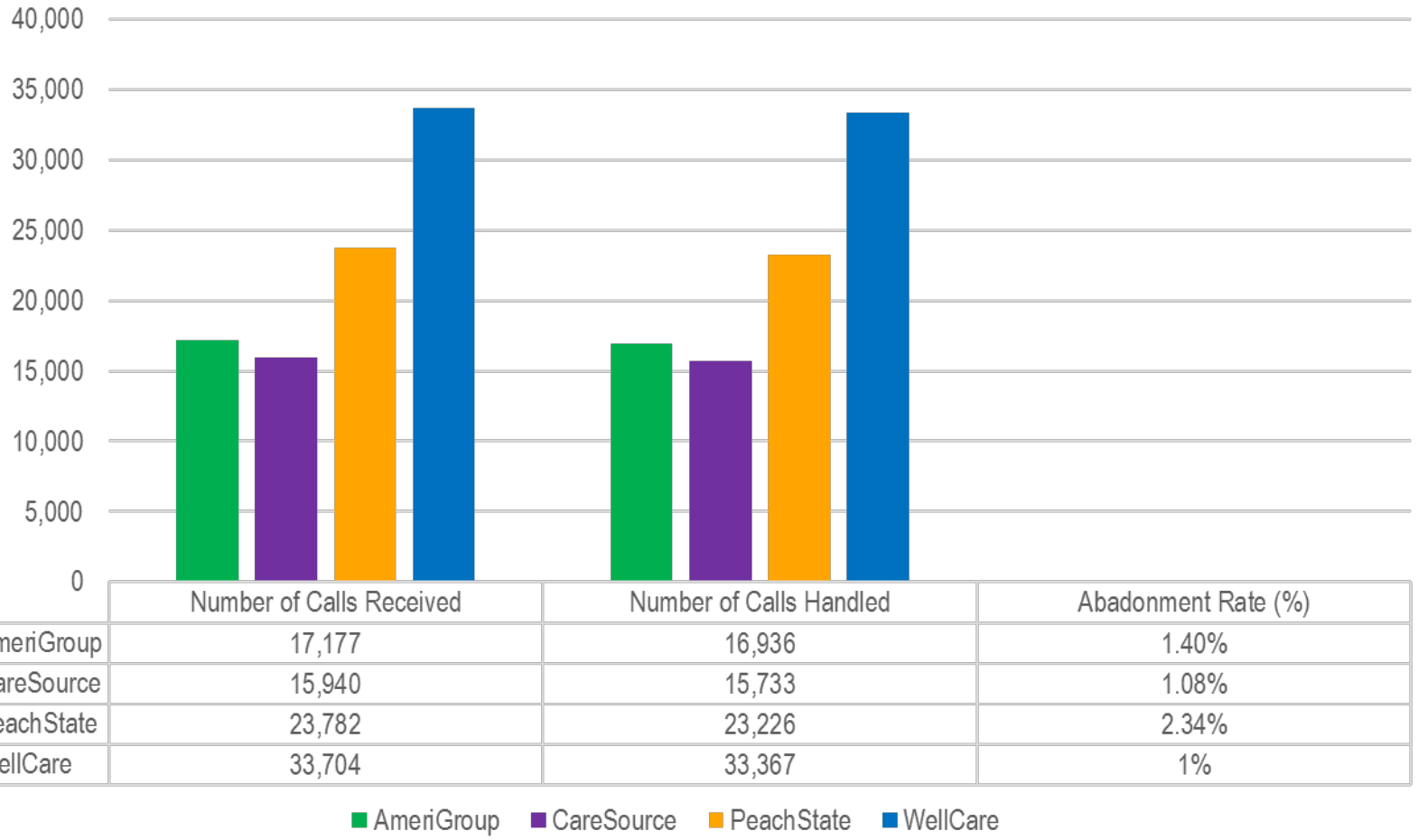
CMO Call Center Statistics

CMO Telephone Internet Provider
(August 2018)



	Number of Calls Received	Number of Calls Handled	Abadonment Rate (%)
WellCare	12,715	12,518	2%
PeachState	17,124	16,721	2.35%
CareSource	10,300	10,183	0.96%
AmeriGroup	10,353	10,275	0.75%

CMO Telephone Internet Member
(August 2018)



	Number of Calls Received	Number of Calls Handled	Abadonment Rate (%)
AmeriGroup	17,177	16,936	1.40%
CareSource	15,940	15,733	1.08%
PeachState	23,782	23,226	2.34%
WellCare	33,704	33,367	1%