



## **Comprehensive Child and Family Assessment (CCFA) Providers Frequently Asked Questions**

*Information for Providers Serving Medicaid Members  
in the Georgia Families 360° Program*

Georgia Families 360°<sup>SM</sup>, the state's new managed care program for children, youth, and young adults in foster care, children and youth receiving Adoption Assistance, and select youth involved in the juvenile justice system, launches Monday, March 3, 2014. Amerigroup Community Care is the Care Management Organization that will be managing this population.

**Introduction:** In this capacity, Amerigroup will be responsible through its provider network for conducting all DFCS or DJJ required assessments and medically necessary services. Amerigroup will coordinate all medical/dental/trauma assessments for youth upon entry into foster care or juvenile justice (and as required periodically). Assessment results will be provided to the youth's assigned Comprehensive Family and Child Assessment (CCFA) provider for inclusion with other components of the CCFA, and submission to DFCS.

### **Q1: Will CCFA providers continue to coordinate the medical/dental/trauma assessments for the DFCS CCFA?**

A1: No. The CCFA providers will no longer be coordinating these health components of the CCFA. DFCS contracted CCFA providers will, however, still be responsible for the other components of the CCFA to include the Family Assessment, Relative/Non-Relative Assessment, and MDT. In addition, DFCS CCFA providers will be responsible for including the results of the health assessments coordinated by Amerigroup in the final CCFA report and submission to DFCS.

### **Q2: How will the CCFA providers obtain the results of the health assessments from Amerigroup for inclusion in the CCFA report?**

A2: The providers conducting the assessments will send the results to the assigned CCFA provider via fax or email. The Amerigroup Case Manager on the Care Coordination Team will work with the CCFA provider to ensure that the documents have been submitted timely.

To support this function, the following process has been established: When a youth enters Georgia Families 360°, the assigned DFCS Case Manager will inform Amerigroup of the CCFA provider selection through the Amerigroup E-Form. The E-Form will contain the name and contact information of the assigned CCFA provider. A list of Amerigroup Care Coordination Teams<sup>1</sup> will be distributed to CCFA providers by the DFCS Support Services team of the System of Care Unit. Amerigroup may also be contacted through this email address: [FCIntake@amerigroup.com](mailto:FCIntake@amerigroup.com).

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<sup>1</sup> Each Georgia Families 360° member will be assigned to an Amerigroup Care Coordination Team (CCT), an interdisciplinary team of clinical and social specialists responsible for coordinating the holistic and integrated care for each child.

**Q3: If CCFA providers will no longer coordinate the health components of the CCFA, will their reimbursement change?**

A3: Yes. As per the amended DFCS CCFA provider contracts, CCFA providers will no longer be reimbursed for coordination of the health components of the CCFA. However, DFCS Case Managers may still request that transportation be provided to health appointments. The contracts have also been amended to include transportation to health appointments at the standard DFCS transportation/mileage rate.

**Q4: Will Amerigroup reimburse DFCS CCFA providers for coordination of the health components of the CCFA report?**

A4: No. The Department of Community Health's contract holds Amerigroup responsible for coordinating the health services component of the CCFA for eligible members who enter DFCS custody. Amerigroup will pay for medically necessary healthcare services rendered to members in the Georgia Families 360° program.

**Q5: I still have questions about this. Who can I talk to about it?**

A5: Please direct all questions regarding your DFCS CCFA provider contract to your Contract Compliance Specialist in the DFCS System of Care Unit:

Ms. Michelle Farrington (Providers A-L)  
(404) 656-2744 or [mifarrington@dhr.state.ga.us](mailto:mifarrington@dhr.state.ga.us)

Krystal Herrington (Providers M-Z)  
(404) 656-2751 or [kdherrington@dhr.state.ga.us](mailto:kdherrington@dhr.state.ga.us)