

**Georgia Department of Community Health  
Elderly and Disabled Waiver Program (EDWP)  
AAA Network Meeting**

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**Appendix K- Covid-      Gammis Banner messages and notices-**

<https://www.mmis.georgia.gov->

**NOTICES-** ‘provider information’, ‘provider notices’

See 4/24/20 PDF presentation called ‘telehealth and appendix K webinar’

**MESSAGES-** ‘provider information’, ‘provider messages’ – click ‘search’ for **banner messages**

A summary of the temporary emergency measures is provided below with copies of the approved applications available for review at <https://medicaid.georgia.gov/covid-19>.

**Changes include:**

Expansion of settings where services may be provided

Temporarily permit payment for services rendered by family caregivers

Temporarily allow for payment in acute care hospital

Temporarily allow for telehealth delivery for certain services

Temporarily include retainer payments to address emergency related issues

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**EVV information- CONDUENT**

**21<sup>st</sup> Century CURES Act-**

<https://www.congress.gov/bill/114th-congress/house-bill/6>

requires States to implement **Electronic Visit Verification (EVV)** for Medicaid-financed Personal Care Services and Home Health Care Services

**1/1/2020 - anticipated roll out**

DCH to perform thorough testing, conduct an EVV pilot and soft launch, and increase stakeholder engagement across Georgia prior to roll out.

*Email questions to.....*[Evv.medicaid@dch.ga.gov](mailto:Evv.medicaid@dch.ga.gov) or visit

<https://medicaid.georgia.gov/georgia-electronic-visit-verification>

An EVV system at a minimum is required to capture the following six elements:

- 1. Type of service performed;
- 2. Individual receiving the service;
- 3. Individual providing the service;
- 4. Date the service was provided;
- 5. Location of service delivery; and
- 6. Time the service begins and ends

Over the next year we will have statewide training opportunities for provider to become familiar with the new system. There will also be an incorporated pilot and soft launch. Please continue to monitor the EVV resources for more information.

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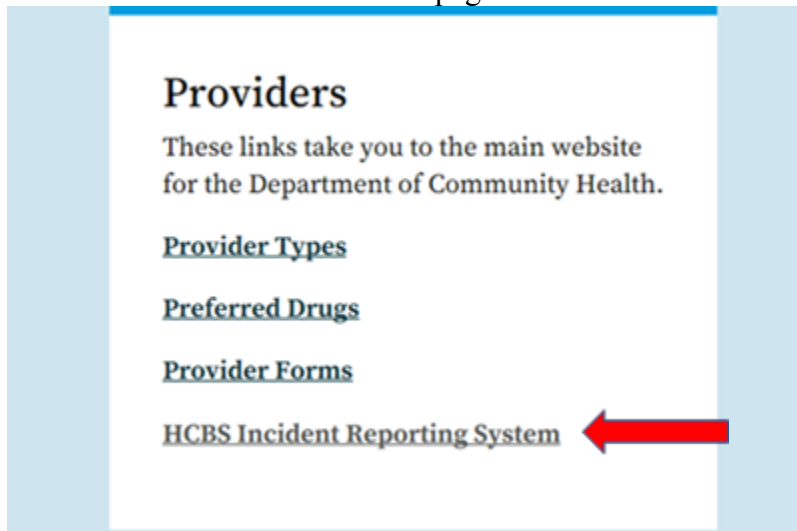
The Georgia Department of Community Health, HCBS Waiver Unit has developed **a new incident reporting system** to be used by all providers across both the ICWP and E&D Waiver Programs. The Department implemented the new system regionally April 2020. The new process and system will be expanded to new regions every two months until full statewide implementation in February 2021.

Some key features of the new system include:

- A standardized, web-based incident reporting system operated by the Department with standardized policy across programs
- Expanded reportable incident types to include non-critical incidents
- Revised timelines and methods for reporting and providing follow-up documentation
- Direct transfer of incident reports to the Department's Healthcare Facility Regulation Division, when applicable for licensed providers
- Increased collaboration between case management providers and direct service providers to address waiver participant needs

This new system will allow the Department to achieve three major goals 1) demonstrating to CMS that the State has in place a system to ensure the health and safety of waiver participants, 2) addressing potential gaps in the waiver participants care and improving quality of services, and 3) access to new data to improve identification of patterns across waiver programs, providers, and incident types to allow for systematic and individual remediation.

The HCBS Incident Report can be accessed at <https://medicaid.georgia.gov/> under the Provider links section at the bottom of the page.



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Additionally, we have developed a resources page to assist in training agency staff.

Link to resource page:

<https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system-resources>

The April 1<sup>st</sup> launch affected providers serving members in the following counties:

Baker	Grady	Schley
Calhoun	Harris	Seminole
Chattahoochee	Lee	Stewart
Clay	Macon	Sumter
Crisp	Marion	Talbot
Colquitt	Miller	Taylor
Decatur	Mitchell	Terrell
Dooly	Muscogee	Thomas
Dougherty	Quitman	Webster
Early	Randolph	Worth

*The next go-live date will be on **Monday, June 15, 2020** for counties listed below.* This training is mandatory for providers serving members in the following counties:

Baldwin	Monroe
Bibb	Peach
Carroll	Pike
Coweta	Pulaski
Crawford	Upson
Heard	Spalding
Houston	Troup
Jones	Twiggs
Lamar	Wilkinson
Meriwether	

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The training sessions will be web-based using WebEx. Training dates and times are as follows:

Waiver Type	Date	Time	WebEx Link
ICWP	Wednesday, May 6, 2020	10:30 a.m. to 12:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e92c5f4959965f87b67abe573728a2ffb">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e92c5f4959965f87b67abe573728a2ffb</a>
CCSP & SOURCE	Thursday, May 7, 2020	2:30 p.m. - 4:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e4523c784f7d449819c32790593b11f2b">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e4523c784f7d449819c32790593b11f2b</a>
CCSP & SOURCE	Tuesday, May 12, 2020	1:30 p.m. to 3:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=ec82eb07efcc031cb1e50bed92903da0c">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=ec82eb07efcc031cb1e50bed92903da0c</a>
ICWP	Thursday, May 14, 2020	10:30 a.m. - 12:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e92646b83c447d58294432ff869280b68">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e92646b83c447d58294432ff869280b68</a>
ICWP	Tuesday, May 19, 2020	1:30 p.m. to 3:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=ecd78ce1732196c0dd2f7c6171cd39130">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=ecd78ce1732196c0dd2f7c6171cd39130</a>
CCSP & SOURCE	Thursday, May 21, 2020	10:30 a.m. - 12:00 p.m.	<a href="https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e00218efce40d821ec5e5e5a5f191874d">https://dchevents.webex.com/dchevents/onstage/g.php?MTID=e00218efce40d821ec5e5e5a5f191874d</a>

For questions or technical assistance, please reach out to the HCBS Waiver Unit at:  
[HCBS.IncidentReports@dch.ga.gov](mailto:HCBS.IncidentReports@dch.ga.gov).

Thank you for your commitment to the health and safety of our Medicaid members.

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**Other Contacts**

- **DXC**, 1-800-766-4456
- **Provider Enrollment** [enrollment@dch.ga.gov](mailto:enrollment@dch.ga.gov)
  - **Provider Enrollment Manager**: Leslie Austin 404-657-4865 [laustin@dch.ga.gov](mailto:laustin@dch.ga.gov)
  - **Provider Enrollment Director**: Nichole Thompson 404-651-5191  
[Nthompson1@dch.ga.gov](mailto:Nthompson1@dch.ga.gov)
- **Revalidation**, [revalidationenrollment2@dch.ga.gov](mailto:revalidationenrollment2@dch.ga.gov)
- **CVO**, 1 800-766-4456, [cvo.dch.ga.gov](http://cvo.dch.ga.gov)

**Finding a list of active medicaid providers in Ga**

<https://dch.georgia.gov/> click on 'providers' and 'provider directory'

- **Healthcare Facility Regulation (HFR)- proxy forms/find a facility/complaints**  
<https://dch.georgia.gov/hfr-laws-regulations>

Elaine Wright- [ehwright@dch.ga.gov](mailto:ehwright@dch.ga.gov)- Private Home Care and PCH  
Shirley Rodrigues [serodrigues@dch.ga.gov](mailto:serodrigues@dch.ga.gov) PCH  
Michelle Robinson [Michelle.Robinson1@dch.ga.gov](mailto:Michelle.Robinson1@dch.ga.gov) PHC

**New Fingerprint law-** Effective October 1, 2019, facilities shall be required to use GCHEXS for fingerprint criminal background checks of owners, administrators, onsite managers, directors, AND direct access employees. See link below for more information.

<https://dch.georgia.gov/announcement/2019-10-01/new-background-screening-requirements-information>

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**Policy Revisions included in the April 2020 (SFY 20) Edition of the EDWP Policy Manuals: Attached**

**Network Meeting attendance- CHANGES**

EDWP Provider Network Meetings will transition to a new DCH Network Meeting Format,. The new format consists of statewide meetings in the form of a webinar that will be hosted by the Atlanta Regional Commission (ARC).

The next meetings are scheduled for **2/19/20 and 5/20/19**. Providers must go to <https://register.gotowebinar.com/rt/2406565270528643852> to register for each meeting ahead of time. The date is pulled down from the dropdown list. All of the rest of the dates for the fiscal year are listed. Once registered, each provider will receive a confirmation e-mail that includes the link to join the webinar at the specified time and date.

All network meeting information and presentations will be placed on the ARC Network Meeting webpage located at <https://empowerline.org/for-professionals/elderly-disabled-waiver-providers/>.

Policy requires the attendance of two (2) network meetings per **FISCAL** (July 1 – June 30) year. Gen Services Manual Pg. VI-14. Corrective action can be applied for those providers who are not in compliance.

**\*Network meeting reminders will ONLY be sent to agencies that have registered at the site to receive the reminders. We encourage all providers to register their email address at the registration site so that they will receive the reminders for themselves.**

**The web-x format has the capability for DCH to track the time of logging on and off of the web-x for each provider. You must participate in the full web-x to receive credit for attending.**



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*\*PROVIDER member referrals and follow-up need submitted to your specific region's AAA.*

**ATLANTA**

For Providers: [ccspintake@atlantaregional.org](mailto:ccspintake@atlantaregional.org)

For clients and caregivers: 404-463-3333.

**CSRA** 888-922-4464

**Coastal** 800-580-6860

**Georgia Mountains** (Legacy Link) 855-266-4283

**Heart** 888-367-9913

**Middle** 888-548-1456

**NE** 800-474-7540

**NW** 800-759-2963

**River Valley** (706) 256-2900

**Southern** 888-732-4464

**SOWEGA** 800-282-6612

**Three Rivers** 866-854-5652

*AAA contact information-*

[https://www.georgiaadrc.com/site/363/contact\\_us.aspx](https://www.georgiaadrc.com/site/363/contact_us.aspx)