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| WAIVER | **WAIVER Specialist** |
| EDWP Provider Specialist  ***ICWP Lead*** | Vonnie Stelly  [VStelly@dch.ga.gov](mailto:VStelly@dch.ga.gov) 404-656-7875 |
| EDWP Provider Specialist  ***NOW/COMP Lead*** | Laura Hudlow  [Laura.Hudlow@dch.ga.gov](mailto:Laura.Hudlow@dch.ga.gov) 404-463-5073 |
| EDWP Case Management Specialist  ***CCSP Lead*** | Jill Crump  [Jill.Crump@dch.ga.gov](mailto:Jill.Crump@dch.ga.gov) 404-657-7228 |
| EDWP Case Management Specialist  ***SOURCE Lead*** | Carolyn Porter, RN  [Carolyn.Porter@dch.ga.gov](mailto:Carolyn.Porter@dch.ga.gov) 404-463-1104 |
| ***EDWP Provider Specialists***  (waiver enrollment, changes, updates, buyouts etc) | Atiya Hasan  [Ahasan@dch.ga.gov](mailto:Ahasan@dch.ga.gov) 404-463-1897  AND Laura Hudlow  [Laura.Hudlow@dch.ga.gov](mailto:Laura.Hudlow@dch.ga.gov) 404-463-5073 |
| EDWP *changes/questions/ALS F Registrations* | [ccsp.messages@dch.ga.gov](mailto:ccsp.messages@dch.ga.gov) |
| GAPP | Sharon Collins  [scollins@dch.ga.gov](mailto:scollins@dch.ga.gov) 404-657-7882 |
| **Section Manager** | Vacant |
| **Director, Program and Community Support** | Rebecca Dugger  [rdugger@dch.ga.gov](mailto:rdugger@dch.ga.gov) 404-463-0551 |
| **PA Management** | Donna Elrod  404-463-1898 [Donna.elrod@dch.ga.gov](mailto:Donna.elrod@dch.ga.gov) |

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| **Appendix K- Covid- Gammis Banner messages and notices-**  <https://www.mmis.georgia.gov->  **NOTICES**- ‘provider information’, ‘provider notices’  **MESSAGES**-‘provider information’, ‘provider messages’ – click ‘search’ for **banner messsages**  **Email Account-** [**Medicaid.PCKCOVID19@dch.ga.gov**](mailto:Medicaid.PCKCOVID19@dch.ga.gov)  **The latest Covid-19 guidance, including the Appendix K Application and Amendments can be found on the Georgia Medicaid website at** [**https://medicaid.georgia.gov/covid-19**](https://medicaid.georgia.gov/covid-19) **or** [**https://dch.georgia.gov/**](https://dch.georgia.gov/)  Latest FAQ- <https://www.medicaid.gov/state-resource-center/downloads/covid-19-faqs.pdf>  Attestation form- <https://dch.georgia.gov/provider-agencies-attestation-form> |

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| **EVV information- CONDUENT**  **21st Century CURES Act-**  [**https://www.congress.gov/bill/114th-congress/house-bill/6**](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  ***Email questions to……***[**Evv.medicaid@dch.ga.gov**](mailto:Evv.medicaid@dch.ga.gov) **or visit**  [**https://medicaid.georgia.gov/georgia-electronic-visit-verification**](https://medicaid.georgia.gov/georgia-electronic-visit-verification)  <https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification/whats-new> |

The Georgia Department of Community Health, HCBS Waiver **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 implementation began statewide on 10/1/20.

This system allows 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/](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedicaid.georgia.gov%2F&data=02%7C01%7Cjill.crump%40dch.ga.gov%7C404200e69b1943fda3ed08d7dd67b93c%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637221309869745255&sdata=IWJGRoqRlattHfmNx0ttJVxKa1EV8iIBWhCE%2Fl5s1TM%3D&reserved=0) under the Provider links section at the bottom of the page.



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](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedicaid.georgia.gov%2Fprograms%2Fall-programs%2Fwaiver-programs%2Fhcbs-incident-reporting-system-resources&data=02%7C01%7Cjill.crump%40dch.ga.gov%7C404200e69b1943fda3ed08d7dd67b93c%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637221309869755249&sdata=XyFmBmp82ZLyKu4VKJugusAvZhfPy6PRBRHqOfTw%2Bkk%3D&reserved=0)

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).

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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  |  |  | | --- | --- | | Personal Care Homes/HFR (ALC, Adult Day, CLA) | [HFRD.pch@dch.ga.gov](mailto:HFRD.pch@dch.ga.gov) | | Private Home Care/HFR | [HFRD.phcp@dch.ga.gov](mailto:HFRD.phcp@dch.ga.gov) |   **Finding a list of active medicaid providers in Ga**  <https://dch.georgia.gov/> click on ‘providers’ and ‘provider directory’ |

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| * **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  **Fingerprint law/GCHEXS**- **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.  [Georgia Criminal Background Check System (GCHEXS) | Georgia Department of Community Health](https://dch.georgia.gov/georgia-criminal-background-check-system-gchexs/georgia-criminal-background-check-system-gchexs) |

***Policy Revisions included in the Jan 2021 (SFY 21) Edition of the EDWP Policy Manuals: Attached***

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| ***Network Meeting attendance-***  EDWP Provider Network Meetings have transitioned to a new DCH Network Meeting Format,.  The 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 ***2/17/21,5/19/21 and 8/19/21***.  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://www.empowerline.org/for-professionals/medicaid-elderly-and-disabled-waiver-providers-meeting-information/>  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. |

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

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| ***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://aging.georgia.gov/locations>

***Online referral system- \*\*\*\* NEW***

[Web Intake Form](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffw1.harmonyis.net%2Fga-assessments%2F%3FWebIntake%3D2CBCF6CD-9412-4839-8EF8-5864FA6BA0F9&data=02%7C01%7Cjill.crump%40dch.ga.gov%7C4f58d5415740453a9b8908d839fde3ed%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637323109893588184&sdata=EtD%2B2kvJ4EtBAbmeMHSCpxLr0fFADy4c26LtfMMoioA%3D&reserved=0) - link