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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*** | VACANT |
| 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 |
| 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/Claims Resolution** | 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> |

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| **EVV information-**  **Schedule of events-** [EVV Schedule of Events | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv/evv-schedule-events)  **Handouts and recordings**- [EVV Service Providers | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv/evv-service-providers)  **Tellus Training Webinars**- [Tellus | EVV Software & Claims Processing For Home Health/Long Term Care (4tellus.com)](https://4tellus.com/)  ***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) |

The Georgia Department of Community Health, HCBS Waiver **incident reporting system:**

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 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>  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)  **\*DO NOT USE GCHEXS FOR SFC CAREGIVER CHECKS** |

***Policy Revisions included in the January 2022 (SFY 22) 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 meeting is scheduled for  ***5/18/22***. Providers must go to [Medicaid Elderly and Disabled Waiver Providers – Existing Provider Meeting Information - Empowerline](https://www.empowerline.org/for-professionals/medicaid-elderly-and-disabled-waiver-providers-meeting-information/) 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  **\*** 866-552-4464, Option 2 |

*AAA contact information-*

<https://aging.georgia.gov/locations>

***Online referral system for CCSP referrals to the appropriate AAA- link below***

[https://hssgaprod.wellsky.com/assessments/?WebIntake=2CBCF6CD-9412-4839-8EF8-5864FA6BA0F9](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhssgaprod.wellsky.com%2Fassessments%2F%3FWebIntake%3D2CBCF6CD-9412-4839-8EF8-5864FA6BA0F9&data=04%7C01%7Cjill.crump%40dch.ga.gov%7C8fdf662b3403401abcda08d9c1907d95%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637753648594675510%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=T4RjYivlqVJBDum9Up6YhN7ARcnzVJJsmIFmnD7CitA%3D&reserved=0)

\*The link above is is the best way for providers to submit 3rd party referrals if they aren’t sure where they need to go.

Reminder that the majority of 3rd party referrals do not end up getting screened/sent to Case Management, while the majority of direct client/caregiver calls do. Direct calls from client/caregiver eliminate the phone tag, unable to contact, “didn’t know I’d been referred,” “don’t recognize that number calling me” that keep the AAAs backlogged and unable to quickly get to the ones who actually need and want services.