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| WAIVER | **WAIVER Specialist** |
| EDWP Provider Specialist***ICWP Lead*** | Vonnie StellyVStelly@dch.ga.gov 470-542-9402 |
| EDWP Case Management Specialist***CCSP Lead*** | Jill CrumpJill.Crump@dch.ga.gov 404 357 0161 |
| EDWP Case Management Specialist***SOURCE Lead*** | Carolyn Porter, RNCarolyn.Porter@dch.ga.gov 404-859-2675 |
| EDWP Provider Specialist(waiver enrollment, changes, updates, buyouts etc) | Korey James korey.james1@dch.ga.gov 470 580-2677 |
| EDWP *changes/questions/ALS F Registrations*  | ccsp.messages@dch.ga.gov |
| GAPP | Sharon Collinsscollins@dch.ga.gov  |
| **Director, Program and Community Support** | Rebecca Duggerrdugger@dch.ga.gov  |
| **PA Management/Claims Resolution** | Donna Elrod Donna.elrod@dch.ga.gov 470-522-9620  |

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

The HCBS Incident Report can be accessed at -

[HCBS Incident Reporting System | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system)

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.

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| **Other Contacts*** **DXC**, 1-800-766-4456
* **Provider Enrollment** enrollment@dch.ga.gov
* **Revalidation**, revalidationenrollment2@dch.ga.gov
* **CVO**, 1 800-766-4456 outreachsupport@verisys.com
* **Gainwel**l- Gainwell Field Representative assistance- GAMMIS website, [www.MMIS.georgia.gov](http://www.MMIS.georgia.gov), select  Contact Information tab, then Contact Us tab. Choose the applicable drop-down from the list. Call 800-766-4456.

**Finding a list of active medicaid providers in Ga** <https://dch.georgia.gov/> click on ‘providers’ and ‘provider directory’ |

**HFR Contact Information-**

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***Healthcare Facility Regulation (HFR)- proxy forms/find a facility/complaints***

[***https://dch.georgia.gov/divisionsoffices/hfrd***](https://dch.georgia.gov/divisionsoffices/hfrd)

***Fingerprint law/GCHEXS-*** The Georgia Crime Information Center is transitioning to a new Georgia Applicant Processing Service (GAPS) vendor. Fieldprint began operations on **May 1, 2023**. GAPS is a GBI system and now has a new fingerprint vendor which is Fieldprint.

[***https://dch.georgia.gov/divisionsoffices/hfrd/facility-licensure/georgia-criminal-history-check-system-gchexs***](https://dch.georgia.gov/divisionsoffices/hfrd/facility-licensure/georgia-criminal-history-check-system-gchexs)

***\*DO NOT USE GAPS FOR services not permitted with HFR, example, SFC, CASE MANAGEMENT etc.***

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**EDWP Referral Process-** *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.

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| ***ATLANTA*** 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** 888-808-8020**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 |

***Policy Revisions included in the April 2023 (SFY 23) Edition of the EDWP Policy Manuals: Attached***

***Network Meeting attendance-***

EDWP Provider Network Meetings consists of statewide meetings in the form of a webinar that are hosted by the Atlanta Regional Commission (ARC).

The next meeting is scheduled for  ***5/17/23***. Providers must go to <https://www.empowerline.org/for-professionals/medicaid-elderly-and-disabled-waiver-providers-meeting-information/> to register for each meeting ahead of time. 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.

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.

*Anticipating the end of the PHE- Public Health Emergency*

The Public Health Emergency will end May 11, 2023.  Check banner messages for more information. Go to GAMMIS, click on ‘provider information’, ‘provider messages’ – click ‘search’ for **banner messsages**

     A copy of the declaration may be found at this link:  [https://aspr.hhs.gov/legal/PHE/Pages/covid19-11Jan23.aspx](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Furldefense.com%2Fv3%2F__https%3A%2Faspr.hhs.gov%2Flegal%2FPHE%2FPages%2Fcovid19-11Jan23.aspx__%3B!!HWVSVPY!hL-FyhYsUAtDsk9IsjRqPKW1Gm9HAEbfWyy9yYF1Y9FgSzQqVVlhJPo_YgirOx4yHGAxb0jPB0Ao0olRDxGC1z_dOzly%24&data=05%7C01%7Cjill.crump%40dch.ga.gov%7Ca8c3ccd12532408da9d608daf407b7a7%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C638090611234486898%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=scpwCqmrd8uLItuPFVrAokxIb5OH00VmO0RHMkydltI%3D&reserved=0).

While the end of the PHE and the continuous enrollment provisions have always been tied together, CMS is now separating them. Beginning April 1, 2023, we began disenrolling those individuals who no longer qualify for Medicaid/CHIP.  DCH will utilize the full 12-14 months allowed by CMS. DCH will revisit the various flexibilities and waivers in the upcoming months to determine if DCH wants to keep these in place going forward. The only impact is on the member eligibility at this time.

DFCS has created a new website in preparation for the end of the PHE.  Here is the link: [https://staycovered.ga.gov/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fstaycovered.ga.gov%2F&data=05%7C01%7Cjill.crump%40dch.ga.gov%7C4a4c8310358b4915280708da97e65ab7%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637989312858721045%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=yS2A1c%2BMYcw197NOC7crlCnuH5MqAzjsu1sFU%2FxVqXI%3D&reserved=0)

The website provides instructions on how members can update their contact information. Please share this with your staff.

As part of unwinding the PHE for Provider Enrollment, DCH has begun the process of suspending providers who have failed to submit claims within a 12-month consecutive timeframe. If the provider wishes to reactivate their enrollment file, they will need to log onto the MMIS website, using their username and password and submit online Change of Information form. Please note, the file will suspend again if a legitimate claim is not submitted within 30 days from the date the file is reactivated.

The process of suspending and terminating files for providers who have failed to submit updated licenses will begin June 1, 2023, and the process of suspending providers who have failed to revalidate/recredential will begin 8/1/2023. Please note, once the enrollment file has been suspended for failure to revalidate/recredential and the provider submits the application, the effective date will be the date the application was received, and retro enrollment will not be granted. Banner messages will soon be posted to the MMIS website and the remittance advices.

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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** **or visit**[**https://medicaid.georgia.gov/georgia-electronic-visit-verification**](https://medicaid.georgia.gov/georgia-electronic-visit-verification)Text  Description automatically generated |