



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# CMO Network Adequacy 1st Quarter 2013



Presentation to: Medical Care Advisory Committee (MCAC)

Presented by: Marvis Butler, Director, CMO Provider Services

Date: February 20, 2013



# **Mission**

## **The Georgia Department of Community Health**

We will provide access to affordable, quality health care to Georgians through effective planning, purchasing and oversight.

*We are dedicated to a healthy Georgia.*

# Administrative Simplification Process Update

## DCH CMO Centralized Credentialing PHASE I – KEY POINTS

### Purpose:

Streamline the enrollment application process into the Georgia Medicaid program and implement a single source application to provide credentialing documentation to each of the CMOs.

### When will new process start?

Beginning **March 29, 2013**, new providers will be able to use the Georgia Health Partnership Web Portal (<https://www.mmis.georgia.gov>) as a single source system to complete electronic Georgia Medicaid enrollment and CMO credentialing.

# Administrative Simplification Process Update

## DCH CMO Centralized Credentialing PHASE I – KEY POINTS

### Who is Eligible?

New Georgia Medicaid program applicants (i.e. facilities, professional and ancillary providers) who also desire CMO network participation.

# What is CMO Centralized Credentialing (CMO CC)?

## CMO Centralized Credentialing (CMO CC)

New functionality added to the MMIS website

- ([www.MMIS.georgia.gov](http://www.MMIS.georgia.gov))

Streamlines provider credentialing **and dual enrollment**

- Georgia Medicaid and CMOs

One-source application process

- Saves time
- Increases efficiency
- Eliminates duplication of data needed for multiple CMOs

# Who is eligible to participate?

## Prospective Medicaid Providers

- Facilities
- Professionals
- Ancillary providers

## Prospective CMO Network Providers

- NOTE: CMO network participation requires the request and execution of a contract; which is a necessary action step separate from the credentialing process.

# Timeline

## Phase I - March 29, 2013

- Phase I starts with new providers who **do not** have an active and valid Georgia Medicaid number.
- This includes facilities, professional and ancillary providers.
- Phase I **does not** include providers who:
  - have a current active and valid Georgia Medicaid number, or
  - are applying for new/additional service locations, or
  - are scheduled for re-credentialing with the CMOs

# Enrollment Process Overview

- **Application submitted, reviewed and processed for a Georgia Medicaid ID number**
  - by Hewlett Packard Enterprise Services (HP) and DCH Provider Enrollment
- **HP and DCH approves the application and notifies provider**
  - HP/DCH issues an active Georgia Medicaid ID number
- **Fee-for-service (FFS) provider approved by DCH**
  - can begin submitting claims
- **CMOs review and approve provider credentialing applications**
  - CMOs will determine if the provider's services is needed in the CMO network if requested

# Web Portal Enrollment

- Visit <https://www.mmis.georgia.gov>
- Click on Provider Enrollment tab to find:
  - Provider documents
  - Online application process
  - Enrollment status

NOTE: web portal offers computer-based training for:

- Initial Enrollment Application
- Additional Location Application

# Good to know about the application

- **You may apply using this process**
  - for an initial Georgia Medicaid number only
  - OR, for an initial Georgia Medicaid number AND CMO Credentialing

Providers that are associated with CMO delegated vendors (i.e. dental, vision, behavioral health) should also use this process

- **You cannot enroll with a CMO via this process**
  - if you are affiliated with a delegated CMO credentialing entity

# DCH and CMO Processing Timeframes

- To obtain a Georgia Medicaid ID Number only:
  - 15 to 20 days
- Entire Credentialing Process:
  - 30 to 45 days for applications with complete documents/documentation
  - NOTE: an incomplete application (e.g. missing documents) will result in an extended processing time (up to 120 days or more)

# Key Points to Remember

- Providers are not guaranteed CMO network participation just by simply completing the process
  - Participation is based on CMO business requirements (i.e. provider type, location and need)
- Providers can begin servicing members and submitting claims as a CMO network provider after
  - You are both credentialed and contracted with the CMO(s) on or after the effective date advised

# CMO Contact Information

Questions about CMO credentialing documents or enrollment status?

- Providers should contact the specific CMO's Provider Relations inquire about their CMO credentialing and contracting status.

Amerigroup

1-800-454-3730

Peach State Health Plan

1-866-874-0633

WellCare of Georgia

1-866-300-1141

# Contact Information

- Visit <http://www.mmis.georgia.gov> to review the Frequently Asked Questions (FAQs)
- Contact HP Provider Enrollment Unit re: CMO credentialing documents or Georgia Medicaid enrollment status
  - 770-325-9600, or
  - 1-800-766-4456 (only if outside local calling area)

# DCH's Provider Services Unit

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