

**GEORGIA CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS) ALTERNATIVE NON-EMERGENCY SERVICES PROVIDER PROJECT (a/k/a ER DIVERSION PROJECT)**

**Purpose**

The primary purpose of the Georgia Alternative Non-Emergency Services Provider Project (GNESPP) is to reduce non-emergent emergency room (ER) visits and increase the number of Georgians with medical homes by providing the funding for the establishment of alternate non-emergency services provider programs to facilitate the provisions of non-emergency health care services.

**Project Goals**

The goals of this project are to assist in the shifting of non-emergent care from hospital emergency rooms to community-based primary care settings. Anticipated results of the project will be a reduction in cost to the Georgia Medicaid Program; a decrease in uncompensated care realized by Georgia hospitals, and an improved health status for Georgians. Activities will include, but are not limited to, the following:

- Developing locations and/or sites that will serve as points of care for patients presenting to emergency departments for non-emergent services
- Partnering with local community hospital(s) in the delivery of non-emergent services
- Implementing staff and provider training in appropriate “triage” in determining patients that can be better and more efficiently served in a primary care access point
- Developing separate entities, policies and procedures to avoid commingling conflicts
- Implementing an evaluation team to track project successes, identify project challenges, and assist project participants in addressing and overcoming identified challenges
- Incorporating the three principal goals of the Georgia Care Management Organizations
- Developing a “medical home” through a system of care that improves health outcomes, reduces health disparities, and improves the overall health status of the population
- Developing a successful model of a health care system that provides access to primary, emergency and acute care access points that are appropriate and accessible to the consumer and can be replicated throughout Georgia and the nation

CMS awarded \$2.5 Million to support these goals and activities with no state funds being expended. Four participants have been awarded a total of \$625,000 to collaborate with area hospitals in establishing five pilot sites that will serve as models in transforming Georgia’s systems of care into a national model of healthcare reform showing cost savings, increased access to appropriate levels of care, and the overall improved health.

**Participants**

1. Community Health Works is located in the rural, medically underserved area of Forsyth, Monroe County Georgia, and is partnering with Monroe County Hospital (a critical access hospital) in a joint effort of establishing a Rural Health Clinic in an established building located on the hospital campus.
2. Georgia Mountains Health Services, Inc. is a Federally Qualified Health Center (FQHC) located in Murray County, Georgia, and is partnering with Murray Medical Center (a general acute care hospital) located in the rural, medically underserved area of Chatsworth, Murray County, Georgia, in a joint effort of establishing a “co-location” within the Murray Medical Center.
3. Neighborhood Improvement Project, Inc. is a Federally Qualified Health Center (FQHC) located in the City of Augusta (urban), in Augusta-Richmond County, Georgia, and is partnering with the University Health Care Systems in a joint effort of establishing a clinic site within five hundred yards of the University Hospital.
4. Southwest Georgia Health Care, Inc. (SWGHC) is a Federally Qualified Health Center (FQHC) with locations in Americus, Sumter County and Cordele, Crisp County, Georgia. It is partnering with Sumter Regional Hospital now operating as Phoebe Sumter Hospital (Americus) and Crisp Regional Hospital (Cordele) in an effort to provide three non-emergency service delivery locations. SWGHC offers two service delivery locations in Americus, Sumter County – Sumter Convenient Care, located less than one mile from the hospital campus and Americus Urgent Care, located on the hospital campus. SWGHC offers a third service delivery location in Cordele, Crisp County – Crisp Urgent Care and Medical Center, located on the hospital campus. Each location is in a rural, medically underserved area with Sumter County also qualifying as a Health Professional Shortage Area.