Department of Community Health (DCH) Contact Information

- CCSP - Tom Underwood (tunderwood@dch.ga.gov) at 404-463-8365
- SOURCE Program - Lorrie Stewart (lstewart@dch.ga.gov) at 404-463-6570
- ICWP - Barbara Means-Cheeley (bcheeley@dch.ga.gov) at 404-657-9321
- NOW/COMP - Marilyn Ellis (mellis@dch.ga.gov) at 404-651-9174
  - Host Homes 404-657-2312
- DCH- Healthcare Facility Regulation Division
  - Personal Care Home Licensing – 404-657-4076
  - Private Home Care Licensing - 404-657-5550

CCSP Updates

DHS-Division of Aging Services, CCSP electronic mailbox: CCSP_messages@dhr.state.ga.us

***Please be sure to add DAS web addresses to your “safe sites” on your agency emails. Go to “tools”, “junk mail handling”, “trust list” and make sure dhr.state.ga.us is added so any received emails from DAS will not be blocked. Do this also for your Care Coordination sites as well as your AAA sites addresses.***

New Provider Enrollment Process (See Section 601.2)

Three-step process:

1. Information Session
   - Are held in **February** and **August**
   - Attendance is NOT required
   - If you wish to attend the Information Session, you must submit a registration

2. Pre-qualification process
   - Applicants who meet the Pre-Qualification requirements are invited to continue to the next screening level. Interested providers must submit Pre-Qualification documents, as specified in Section C.1 during a specified recruitment cycle. All applicants must meet the requirements of pre-qualification to be eligible to submit an application packet.

3. CCP Medicaid Provider Application Process
   - Includes a required orientation training

Recruitment cycles are for new providers and current providers adding new services. You must have 12 months service provision for the service for which you will apply. They are March 1-31 and September 1-30, each year.

Expansions (additional counties) – (601.3)

- Service Expansion Application (Appendix B)
- Submit application outside of the new enrollment process
- 12 months of current service provision in the service for expansion
- No adverse action or deficiencies within past three years
- October 1, 2014, new site locations will also be considered as an expansion

Expansions can be requested anytime except March, April, September and October each year.
CCSP Updates Continued:

**609.2 Program Evaluation and Customer Satisfaction**

A. Providers must establish and adhere to policies for program evaluation and conduct comprehensive reviews of their programs at least once a year. Provider agency administrative and program staff, members, and members’ representatives participate in the review.

The provider agency will determine who will conduct self-evaluation reviews and will establish written policies and procedures for conducting them. At a minimum, the comprehensive program evaluation consists of a review of the agency's administrative policies and procedures, members' clinical records (available to authorized staff only), and members' satisfaction with services.

1. **Policy and Administrative Review:**

   The provider reviews policies and procedures at least annually and revises them as needed. The provider indicates in policy how changes in agency policies and procedures are communicated to all staff.

2. **Clinical Record Review:**

   The provider will monitor and review a 25% random sample or a minimum of 50 records (both active and closed clinical records), whichever is less, to:

   - assure that staff follow established policies and procedures in providing services
   - determine the adequacy of member care plans
   - determine the appropriateness of staff decisions regarding the particular care ordered for members.

   The review must include a summary of the program's effectiveness and a plan and time frame to correct deficiencies. The provider must maintain review results in the administrative files and keep them available for review when requested.

3. **Member Satisfaction:**

   The agency must conduct quality improvement activities which include collection, measurement and evaluation of member satisfaction with the services provided by the agency. The member satisfaction review must include direct communication with members.

   *The provider maintains a written report describing the findings of the evaluation and any corrective action taken. The provider must document follow-up to assure the issues have been resolved.*
November 5, 2014
ARC Network Meeting

CCSP Updates Continued:

GMCF

10/1/14: CCSP began using GMCF (Georgia Medical Care Foundation) for INITIAL client level of care certification. The rollout of areas is listed below.

As providers receive the referrals from Care Coordination you will find that the levels of care will only be 365 days in length. Example…. GMCF approves the LOC on 9 22 14. The “next due” loc will then be 9 21 15. Currently, the LOC extends to the last day of the month of the approved LOC.

Providers will also find that the LOC approval date will now be BEFORE the Physician signature date.

Implementation and Rollout

Oct – Dec 2014 – Pilot with Legacy Link, Northeast GA and CSRA care coordination agencies, initial LOC screenings only. Actual start of submissions will begin with assessments completed October 1 or later. DCH will conduct monthly touch point meetings with DAS at the conclusion of each month to assess progress, provide TA, and make any needed modifications.

Jan 2015 – Add 3 additional care coordination regions for initial screenings only.
For January/Quarter three - Southern, River Valley, and Heart of Georgia.

March 2015 – Add 3 additional care coordination regions for initial screenings only.
For March/Quarter three - Middle Georgia, Coastal, and Three Rivers.

April 2015 – Add annual reassessment screenings for the pilot regions of Legacy Link, NE and CSRA, as a means of piloting the reassessment screening process.

May 2015 – Add the last 3 regions for initial screenings only.
For quarter four - Atlanta Regional Commission, Northwest Georgia and Southwest Georgia.

July 2015 – Add reassessment screenings for the remaining 9 regions, resulting in full implementation of the project.

New Care Plan in AIMS

There is a new care plan in AIMS and Care Coordination just began working in it officially as of September 2, 2014. As one can imagine, everyone is still getting used to it, and here at DAS Care Coordination Specialists are doing ongoing training as the care plan has rolled out. Various reports are still being produced. Please be mindful that some of the paperwork you will be seeing from Care Coordination will look differently. Moreover, you will receive task lists that appear differently than they may have looked in the past. It is going to be more important than ever for Personal Support Service Aides to refer to those task lists when visiting our members’ homes.

Network Meeting attendance records can be accessed through AIMS. This system tracks and trends provider attendance for policy compliance of providers for attendance of two (2) network meetings per FISCAL (July 1 – June 30) year in the Planning and Service Areas (PSA) in which services are being rendered. Due to the changing content of information provided at the meetings, providers must attend the meetings in different quarters (July-September, October-December, January-March, and April-June)/Gen Services Manual Pg. VI-14. Corrective action can be applied for those providers who are not in compliance. Providers who serve more than one PSA region must meet their network meeting attendance requirement by attending meetings in different regions in different calendar quarters.
### CCSP STAFF CHANGES/UPDATES

<table>
<thead>
<tr>
<th>Area Agency on Aging</th>
<th>Care Coordination Specialist</th>
<th>Provider Specialist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta Regional Commission (ARC)</td>
<td>Jill Crump <a href="mailto:jecrump@dhr.state.ga.us">jecrump@dhr.state.ga.us</a> 404 657 5305</td>
<td>Nichole Thompson <a href="mailto:nithompson@dhr.state.ga.us">nithompson@dhr.state.ga.us</a> 404 657 5300</td>
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<tr>
<td>Coastal Regional Commission</td>
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<td>Sherryl Sledge <a href="mailto:shsledge@dhr.state.ga.us">shsledge@dhr.state.ga.us</a> 404 657 5320</td>
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<tr>
<td>Central Savannah River Area (CSRA) Regional Commission</td>
<td>Nancy Dubas <a href="mailto:njdubas@dhr.state.ga.us">njdubas@dhr.state.ga.us</a> 404 657 5303</td>
<td>Sherryl Sledge <a href="mailto:shsledge@dhr.state.ga.us">shsledge@dhr.state.ga.us</a> 404 657 5320</td>
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<tr>
<td>Legacy Link</td>
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</tr>
<tr>
<td>Middle Georgia Regional Commission</td>
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<td>Northeast Georgia Regional Commission</td>
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<td>Northwest Georgia Regional Commission</td>
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<td>Southern Georgia Regional Commission</td>
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<td>Charlene Bailey <a href="mailto:cbailey@dhr.state.ga.us">cbailey@dhr.state.ga.us</a> 404 463 9001</td>
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Janet Roorbach - [jaroorba@dhr.state.ga.us](mailto:jaroorba@dhr.state.ga.us) – Operations Analyst/AIMS Specialist (404-657-5301)
Ashley Mitchell - [armitchell@dhr.state.ga.us](mailto:armitchell@dhr.state.ga.us) – CCSP Executive Secretary (404-657-5319)
ALS-F Provider Specialist Assignments

Sherryl Sledge – Altrus, Statewide Health Care, Haven of Hope, Another Alternative, Love & Hope, Vision PCH

Nichole Thompson – Friendly Neighbors, Care Plus, Concern Care, Faith Health Services, Core Care, Intergenerational Resource. Alegna

Erika Lawrence – Georgia Health Services Network, Heavenly Sunshine, Auspice Alternative, Alexicare, Concerned Care, Alternative Family

Charlene Bailey – Truecare, Regency Health, Caring Together, CSRA Health Services, Jesus is Lord, Samaritan Care, PRN Nursing

Find It in the Manual

CCSP – Medicaid Provider Manuals – www.mmis.georgia.gov
Click on “Provider Information” and choose “Provider Manuals” from the drop down option. The provider manuals will be listed in alphabetical order on the left side of the screen. Click on the manual you need. (All the CCSP policy manuals are found on the page 1 of the list.) The Part I Medicaid Policy & Procedure Manual is found on page 3.

*Medicaid Manuals are revised/updated quarterly: January / April / July / October

CCSP Care Coordination Manual – http://www.odis.dhr.state.ga.us/
Click on Index / Aging / Community Care Services Program / Manual 5400

Medicaid Eligibility/DFCS – http://www.odis.dhr.state.ga.us/
Click on Index / Family and Children / Medicaid / Manual 3480

Private home Care Regulations/Personal Care Home Regulations – http://dch.georgia.gov/hfr-laws-regulations

SFY 2015 Schedule for DAS Program Integrity CCSP Satisfaction by Service & Compliance Monitoring

Q1: ALS G (July 2014-Sept 2014) AND Provider Agency Satisfaction with CCSP Care Coordination and DAS CCSP

Q2: ALS F (Oct 2014-Dec 2014)


Q4: ADH and Consumer Satisfaction with Care Coordination (April 2015-June 2015)
PROGRAM INTEGRITY SFY 2014 Q4 CLIENT SATISFACTION WITH CARE COORDINATION

CCSP - Care Coordination Services
Overall Annual Consumer Satisfaction

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PROGRAM INTEGRITY SFY 2014 Q4 CLIENT SATISFACTION WITH ADH

CCSP - Adult Day Health
Overall Annual Consumer Satisfaction

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