



**D·B·H·D·D**

# **Welcome Packet**

**The Department of Behavioral Health  
and Developmental Disabilities**

**Intellectual and Developmental  
Disability Providers**

**April 2025**



Georgia Department of Behavioral Health &  
Developmental Disabilities

Kevin Tanner, Commissioner

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Office of Provider Relations

Dear New Intellectual and Developmental Disability Provider,

Welcome to the Department of Behavioral Health and Developmental Disabilities (DBHDD) Intellectual and Developmental Disabilities (I/DD) Provider Network. The purpose of this I/DD Welcome Packet is to acquaint new providers, such as yourself, with important information and resources that will assist you in providing community-based services. You may use it as an outline and/or as a resource guide as you strive to provide outstanding services to people with intellectual and developmental disabilities. The “Welcome” section provides general information about DBHDD such as our history, locations, and partners. The “Resource” section offers an in-depth account of the many resources that a new provider will need.

As a new provider, we know that questions can arise, and we want you to know that the [Office of Provider Relations](#) is here for you. You may submit any questions you have via the Provider Issue Management System (PIMS) by [clicking here](#).

Our hope is that you find this packet to be a useful tool. We are happy to have you aboard and wish you the best in your journey!

Thank you,

Sharon Pyles, Senior Provider Relations Manager

## **DBHDD Vision**

*Easy access to high-quality care that leads to a life of recovery and independence for the people we serve.*

## **DBHDD Mission**

*Leading an accountable and effective continuum of care to support Georgians with behavioral health challenges, and intellectual and developmental disabilities in a dynamic health care environment.*

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# ***WELCOME***

## **I. Our Story**

The Department of Behavioral Health and Developmental Disabilities (DBHDD) was created by Georgia Governor Sonny Perdue and the General Assembly in 2009. DBHDD officially began operations on July 1, 2009. DBHDD is responsible for most of the activities that were previously undertaken by the Division of Mental Health, Developmental Disabilities, and Addictive Diseases, formerly part of the Department of Human Resources (DHR). In addition, the DBHDD became responsible for the State Suicide Prevention Program that was previously under the DHR Division of Public Health.

DBHDD provides for community-based services across the state through contracted providers. The department serves people living with mental health challenges, substance use disorders, intellectual and developmental disabilities, or any combination of these. As Georgia's public safety net, the primary responsibility is to serve people who are uninsured.

Kevin Tanner serves as the Commissioner of the Georgia Department of Behavioral Health and Developmental Disabilities. Prior to his appointment by Governor Brian Kemp, Kevin Tanner served as the County Manager of Forsyth. Governor Kemp also appointed him as chair of the Behavioral Health Reform and Innovation Commission in 2019, helping to secure meaningful improvements in this field. Previously, he served four terms as a State Representative for District 9 and has a total of thirty-two years in public service.

## **II. Our Organization**

The DBHDD is comprised of numerous divisions, including the Division of Intellectual and Developmental Disabilities, which are led by Commissioner Tanner. Information regarding these divisions and the DBHDD Leadership Team can be found on the DBHDD website by [clicking here](#).

### **1. The Division of Intellectual and Developmental Disabilities**

The Division of Intellectual and Developmental Disabilities supports people with intellectual and developmental disabilities and provides them with opportunities to live independently and in the most integrated setting possible. To be eligible for services, a person must have an

intellectual disability—or a closely related developmental disability, such as severe autism, cerebral palsy, or epilepsy—that substantially impairs intellectual or adaptive functioning. The disability must have originated from birth or during the developmental years (by age 18 for an intellectual disability, or by age 22 for a developmental disability).

The division works with providers, advocates, individuals, and families to provide access to high-quality services in a safe environment. Our service providers must have the capacity to support individuals with complex behavioral or medical needs.

Services are funded via state dollars and two types of 1915c Medicaid waivers, New Options Waiver Program (NOW) and Comprehensive Supports Waiver Program (COMP). The NOW waiver offers services and supports to individuals to enable them to remain living in their own family home and participate or live independently in the community. The COMP waiver serves individuals with more intensive needs, and primarily provides residential care for individuals with I/DD. The waivers provide additional support for people who want to live at home or in other types of community living arrangements. All services for people with intellectual and developmental disabilities are designed to encourage and build on existing social networks and resources, promote integration into the community, and ensure safety.

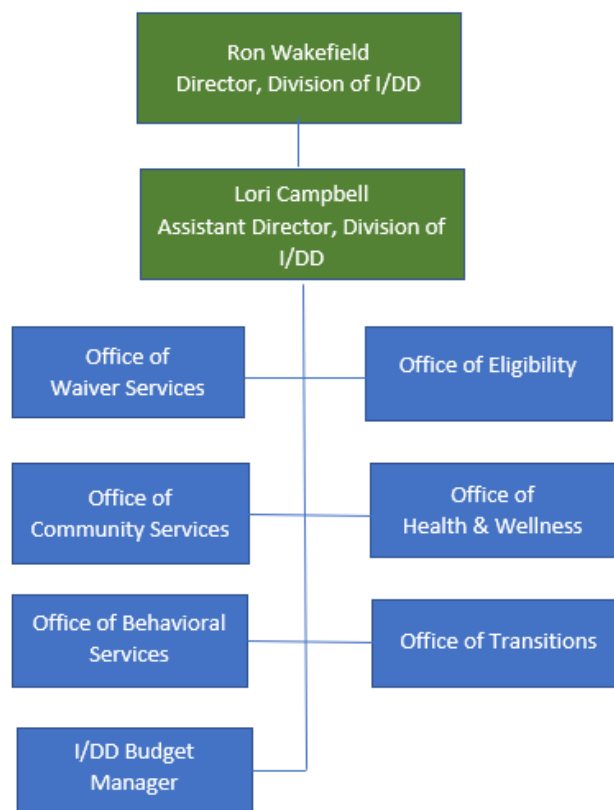
Services available through the COMP and NOW Waivers Program include:

- Additional Staffing (COMP only)
- Adult Skilled Nursing Services
- Adult Nutrition Services
- Adult Occupational Therapy Services
- Adult Physical Therapy Services
- Adult Speech and Language Therapy Services
- Assistive Technology
- Behavior Support Services
- Community Access Services
- Community Guide Services\*
- Community Living Supports Services
- Community Residential Alternative (COMP only)
- Environmental Accessibility Adaptation Services
- Financial Support Services\*
- Individual Directed Goods and Services\*
- Interpreter Services
- Natural Supports Training Services

- Prevocational Services
- In and Out of Home Respite Services
- Specialized Medical Equipment Services
- Specialized Medical Supplies
- Support Coordination or Intensive Support Coordination\*
- Supported Employment Services
- Transportation Services
- Vehicle Adaptation Services

*Please note, those services with an asterisk (\*) are not currently eligible for provider enrollment.*

The organizational chart within the Division of Intellectual and Developmental Disability is below:



Click [here to](#) access the I/DD Services landing page on the DBHDD website.

### III. Our Locations

The DBHDD's state office is in Atlanta, Georgia at 200 Piedmont Ave S.E., West Tower. We also have six (6) Regional Field Offices throughout the state. The DBHDD system of services is administered through six (6) Field Offices that serve Georgia. These offices administer the community resources assigned to the region. [Click here](#) to access an interactive map to locate your regional field office.

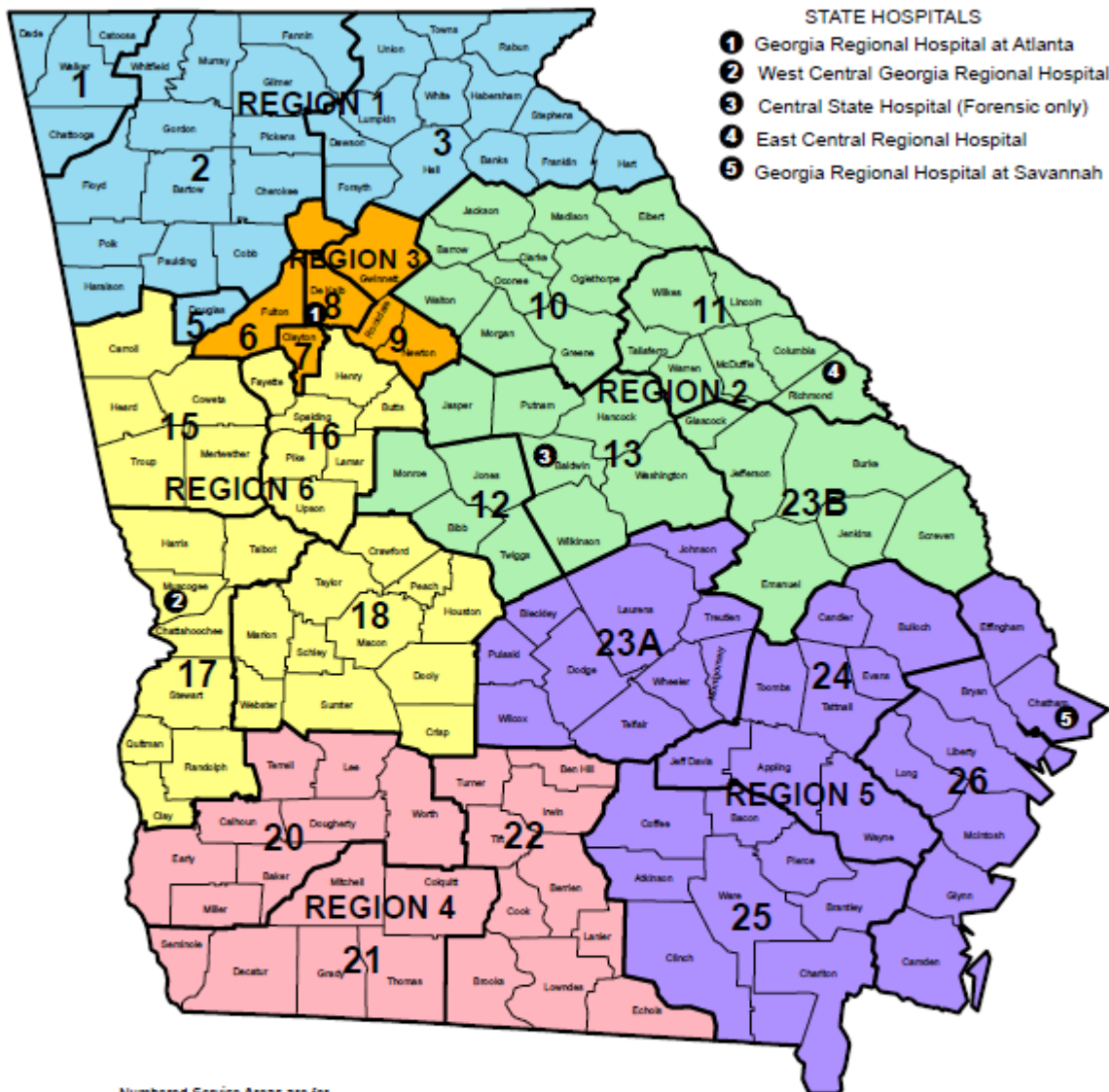
As part of our directive to be the state's safety net provider, we contract with 24 Community Service Boards (CSBs) across the state that assist us in this important work. [Click here](#) for a list of each location, areas served, and corresponding addresses.

Additionally, the DBHDD operates five state hospitals located around the state: Augusta, Columbus, Decatur, Milledgeville, and Savannah. More information pertaining to the DBHDD's hospital services are [available here](#).

Here is a current map that illustrates each Regional Field Office, State Hospital, and Community Service Board's location across the state. [Click here](#) for additional information regarding service locations.



Georgia Department of Behavioral Health & Developmental Disabilities  
Regional Map with Community Service Areas  
Effective July 1, 2022



- |   |  |   |
|---|--|---|
| 1 - Lookout Mountain Community Services     | 10 - Advantage Behavioral Health Systems                 | 20 - Aspire BH & DD Services  |
| 2 - Highland Rivers Community Service Board | 11 - Serenity Behavioral Health (CSB of East Central Ga) | 21 - Georgia Pines Community MHMRSA Services                        |
| 3 - Avita Community Partners                | 12 - River Edge Behavioral Health Center                 | 22 - Legacy Behavioral Health Services                              |
| 5 - Douglas Community Service Board         | 13 - Oconee Community Service Board                      | 23A - Community Service Board of Middle Georgia                     |
| 6 - Fulton County                           | 15 - Pathways Center for BH & Developmental Growth       | 23B - Community Service Board of Middle Georgia (Ogeechee Division) |
| 7 - Clayton Community Service Board         | 16 - McIntosh Trail Community Service Board              | 24 - Pineland Area Community Service Board                          |
| 8 - DeKalb Community Service Board          | 17 - New Horizons Community Service Board                | 25 - Unison Behavioral Health                                       |
| 9 - View Point Health                       | 18 - Middle Flint Behavioral Healthcare                  | 26 - Gateway Community Service Board                                |

## IV. Our Partners

The DBHDD Providers will interact with different agencies such as the Georgia Department of Community Health (DCH) and the Georgia Collaborative Administrative Services Organization (ASO).

DCH is one of Georgia's four health agencies serving the state's growing population of over 10 million people. It serves as the lead agency for Medicaid in Georgia and also oversees the State Health Benefit Plan and Healthcare Facility Regulation Division (HFRD), impacting one in four Georgians.

DBHDD contracts with Caelon Behavioral Health as the Administrative Support Organization (ASO) to DBHDD and our network. This is often referred to as the Georgia Collaborative ASO or "the ASO". The ASO is a partner with DBHDD that facilitates the provision of integrated behavioral health and developmental disabilities supports and services to more than 200,000 Georgia residents statewide. Working with the DBHDD network of more than 600 providers, the ASO supports person-centered, whole-health, culturally sensitive supports and services to children, adolescents, and adults. It is comprised of three partner companies: Caelon Behavioral Health, Behavioral Health Link and Qlarant. Additional information on the Georgia Collaborative ASO is detailed herein.

The second part of this package provides details regarding each Agency's role in supporting DBHDD providers. It also serves as a guide to new providers by outlining the resources that are available to them through these agencies.

# ***RESOURCES***

## **I. DBHDD**

The DBHDD has created an accountable, community-based system of care. To aid our providers, DBHDD has created many resources that can be accessed from the DBHDD website.

### **1. DBHDD Website**

The DBHDD has an established website that holds much of the information a provider will need to provide services. What follows are areas of importance that can be accessed through the website. Click [here](#) to access the DBHDD website.

#### **a. Office of Provider Relations**

The Office of Provider Relations was created in 2016 to assist the DBHDD Provider Network. This office has a landing page on the DBHDD website that providers will find very helpful. Access it [here](#) or once on the DBHDD website, simply select the “**For Providers**” tab.

The Provider Relations Team sends monthly newsletters and periodic special bulletins to our providers. Past newsletters and special bulletins are available on our landing page. All new providers will be added to our email distribution list. For any staff within the agency that would like to receive these publications, [click here](#) to submit their contact information.

Providers may contact the Provider Relations Team directly at [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov). Questions regarding DBHDD policies, procedures, or expectations, can be submitted through the Provider Issue Management System (PIMS).

#### **b. Provider Issue Management System (PIMS)**

The Provider Issue Management System (PIMS) may be accessed from the Provider Relations landing page. This system is an avenue for providers to utilize when there is a question they would like addressed. Click [here](#) to access PIMS. PIMS can also be accessed from the [DBHDD homepage](#) by selecting “**Submit a Question to Provider Relations**” tile. It is recommended that this site be bookmarked for future use and to utilize it whenever a question arises.

### **c. Regional Field Offices**

The DBHDD has six Regional Field Offices (RFOs) located across the state. Their contact information and counties served can be found on the DBHDD website by hovering over the **“Find Services & Contacts”** tab and selecting **“Field Offices”** in the drop-down menu. [Click here](#) to access this information. Each RFO has a Regional Services Administrator (RSA) for I/DD Services. To become familiar with the individuals in the local office, you may contact the RSA and schedule a meeting. For questions that relate to a specific individual that is receiving services, contact the Regional Field Office.

### **d. Constituent Services**

The DBHDD Office of Constituent Services serves as a point of contact for the people that our provider agency’s support and their families, advocates, legislators, and the general public. They are there to answer questions, address complaints, and help individuals access DBHDD services. Their goal is to be accessible and responsive to an individual’s needs and identify areas that need improvement. More information can be found [here](#).

### **e. DBHDD Provider Manual**

The Provider Relations landing page has a direct link to the Community Provider Manual for Intellectual and Developmental Disability Providers. This can be accessed [here](#). Providers are responsible for reviewing the most current Provider Manual for Community Intellectual and Developmental Disability Providers. **This manual is updated on a quarterly basis.** The first part of each provider manual includes a description of the changes that occurred to the manual during the preceding quarter. The manual will also provide eligibility requirements and community standards as it relates to a provider’s policies, procedures, staffing, and documentation requirements for Developmental Disability Services.

### **f. DBHDD Training**

As mentioned previously, the DBHDD has a Training page which may be accessed by [clicking here](#). Once there, we encourage providers to subscribe to the email distribution list so that they can receive email notifications of upcoming trainings. A list of available trainings may be accessed on that page as well.

## 2. DBHDD University for Providers

The DBHDD University for Providers can be accessed from the [DBHDD Training page](#). Once on the DBHDD Training page, simply select “**DBHDD University for Providers**” to be directed to the site.

This site offers access to several learning libraries to include Incident Management Image training, Office of Health and Wellness Risk Mitigation training, and IDD Connects introduction.

### a. Relias Learning Management System (RLM)

The Relias Learning Management System can be accessed from the DBHDD University “**For Providers**” webpage or by [clicking here](#). The RLM content relates directly to the Department’s Provider Manual requirements for direct care staff. The first step is to enroll your agency with RLM by appointing the staff member who will be your “I/DD Liaison”. This is done by clicking the link above, then selecting “New Provider Enrollment” once on the website. We recommend that your designated I/DD Liaison complete the offered Liaison Webinar to learn how to register your agency’s users for specific trainings.

For any issues associated with the Relias Learning Management System, please contact [relias.admin@dbhdd.ga.gov](mailto:relias.admin@dbhdd.ga.gov).

## 3. Provider Toolkits

The DBHDD also offers Provider Toolkits to assist I/DD providers. The DBHDD toolkits can be accessed by [clicking here](#). They are also available from the DBHDD website by hovering over the “**For Providers**” tab then selecting “**Provider Toolkit**” from the drop-down menu.

## 4. PolicyStat

The DBHDD PolicyStat holds all applicable policies for DBHDD providers. The DBHDD PolicyStat can be accessed directly [here](#) or once on the DBHDD website, hover over the “**DBHDD Agency Information**” tab and select “**Policies**” in the drop-down menu. The DBHDD policy, [Access to DBHDD Policies for Community Providers, 04-100](#), provides an overview on the use of this system.

There is an index of all policies that can be found on the PolicyStat home page by selecting **“DBHDD PolicyStat Index”**.

One specific policy that DBHDD providers will find especially helpful is the [DBHDD Abbreviations and Acronyms, 04-112](#) policy. This policy contains an attachment of the most used administrative abbreviations.

One other policy to note is the [Provider Manuals for Community Developmental Disability Providers, 02-1201](#) policy. This relates to the information mentioned previously in the [DBHDD Provider Manual](#) section.

### **a. Incident Reporting**

Providers are required to report deaths and other incidents based on the DBHDD policy, [Reporting Deaths and Other Incidents in Community Services, 04-106](#). The DBHDD has developed an online reporting system known as Image. Information on registering and accessing Image can be found in this policy.

The DBHDD also offers an online training course for Image. This training can be accessed from the DBHDD Training page by selecting **“DBHDD University for Providers.”** Once on the site, select the **“Incident Management Image Training”** link.

### **b. Criminal History Records Check**

All providers in the DBHDD’s Provider Network are required to have a DBHDD Criminal History Background Check (CHBC) completed using a fingerprint based criminal history record check. This is addressed in the DBHDD policy [Criminal History Records Checks for Contractors, 04-104](#) and [Criminal History Record Check for Individual Provider Applicants, 04-111](#) which are found on PolicyStat.

## **5. Deaf Services**

DBHDD strives to provide equal access to high-quality behavioral health and developmental disability services to individuals who are deaf, deaf-blind, and hard of hearing, by utilizing American Sign Language (ASL) fluent-clinicians, ASL Fluent-Case Managers, and Interpreters. Providers must promptly notify DBHDD’s Office of Deaf Services via email at [DeafServices@dbhdd.ga.gov](mailto:DeafServices@dbhdd.ga.gov) if the individual either identifies as deaf, deaf-blind, or hard of

hearing, or if the provider believes the individual may be deaf, deaf-blind, or hard of hearing. The Office of Deaf Services will arrange for a Communication Assessment of the individual and prepare a Communication Assessment Report (CAR). Providers must implement accommodations recommended in the CAR within the time frames identified in the CAR. To access information regarding the Office of Deaf Services [click here](#).

## **6. Letter of Agreement (LOA)**

The Letter of Agreement (LOA) is an agreement between DBHDD and COMP/NOW Medicaid-approved providers. The LOA sets the terms and conditions under which both parties operate. LOA's are valid for one year and renewed annually. A renewal LOA is sent via email to providers by the Office of Provider Enrollment, Procurement and Contracts as the expiration date of the existing LOA approaches. Providers are required to submit current copies of Commercial or Comprehensive General insurance certificate, Accreditation or DBHDD Certification. It is important to ensure the contact information (email and phone number) for the CEO/Director and Agency Contact is current, as well as the Georgia Secretary of State registration. Note, if this information has changed a Staff Update Form or Change of Information form must be submitted to the ASO via email to: [GAEnrollment@carelon.com](mailto:GAEnrollment@carelon.com).

Providers must attend quarterly I/DD Statewide Provider Meetings. DBHDD Providers are notified of these meetings by the Office of Provider Relations newsletters and Special Bulletins.

## **II. Georgia Collaborative ASO**

The Georgia Collaborative Administrative Services Organization (ASO) assists the DBHDD in the management of services and supports for individuals receiving Community Behavioral Health and Rehabilitation Services (CBHRS), New Options Waiver Program (NOW), Comprehensive Supports Waiver Program (COMP), and state-funded behavioral health and intellectual and developmental disabilities services. The ASO was initiated in July 2015 and is provided via a contract with Carelon Behavioral Health. Carelon Behavioral Health directly provides many of the functions of the ASO and subcontracts with Behavioral Health Link (BHL) and Qlarant. BHL operates the Georgia Crisis and Access Link (GCAL) and Qlarant is responsible for quality management reviews of I/DD services.

The ASO provides infrastructure focused on access to services, quality management and improvement, utilization management and review, data reporting, eligibility, claims payment, provider enrollment, and information technology.

The ASO website is also designed for individuals who are seeking services in Georgia by providing a way to locate providers in their area and is a central location that houses important resources for individuals. The webpage can be found [here](#).

## **1. Provider Relations Team**

The ASO has a Provider Relations Team that is available to assist Providers with any questions regarding the services performed by the ASO. They can be contacted at [GaCollaborativePR@carelon.com](mailto:GaCollaborativePR@carelon.com).

## **2. Provider Handbook**

A review of the ASO Handbook, [here](#), will provide more in-depth information on the responsibilities of the ASO. This handbook houses important contact information for the ASO and valuable instructions for how providers utilize the ASO via provider forms, ProviderConnect, IDD Connects, GCAL, Quality Management, etc.

## **3. Provider Forms**

The ASO website contains various documents that can be utilized to update DBHDD and DCH of any changes to the provider organization. These include:

- GA Medicaid Reactivation Request Form
- GA Medicaid Termination Request Form
- Existing Provider Application
- Change of Information Form
- Request to Add Counties
- Staff Update Form

Other forms located on this webpage relate to Provider Connect, GCAL, and Quality Management. These forms can be accessed [here](#).



### **GA Medicaid Reactivation Request Form**

If a Medicaid Provider number provider is not used for twelve (12) months, the Department of Community Health (DCH) will suspend the Medicaid Provider number. To reactivate a suspended Medicaid Provider number, a GA Medicaid Reactivation Request must be submitted. If the Medicaid Provider number remains inactive for an additional 4 months, for a total of sixteen (16) months, DCH will terminate the Medicaid Provider number. Terminated Provider numbers cannot be reactivated; the provider will need to reapply. The **“GA Medicaid Reactivation Request Form”** is located on the ASO website. This form cannot be handwritten; it must be typed. Completed forms must be submitted to the ASO. **DO NOT SEND THE COMPLETED FORM TO HP ENTERPRISE SERVICES**, as the form states. The form can be emailed to [GAEnrollment@carelon.com](mailto:GAEnrollment@carelon.com).

GA Medicaid Termination Request Form – To request termination of a Medicaid Provider Number the GA Medicaid Termination Request must be completed and submitted to the to the ASO. **DO NOT SEND THE COMPLETED FORM TO HP ENTERPRISE SERVICES**, as the form states. The form can be emailed to [GAEnrollment@carelon.com](mailto:GAEnrollment@carelon.com).

**Adding Services** – Providers can add new services to their existing array of services. However, the provider must be an approved I/DD provider for at least one (1) year. Agency providers must be:

- i. Accredited by a national accrediting body accepted by DBHDD; or
  - ii. Certified by DBHDD Office of Provider Certification and Services Integrity
- To add a service, complete the **“IDD Agency Existing Provider Application”** or **“IDD Individual Existing Provider Application”** (as applicable) located on the ASO website. Please complete the form as instructed and follow the submission guidelines that are provided on the form. All forms must be typed; no handwritten forms will be accepted.

**Address Change** –DBHDD must be notified, **and grant approval**, to a change in location, whether it is a change in the main office location or a service location.

- To notify DBHDD, the provider is required to complete the **“Change of Information”** form located on the ASO website. Please complete the form as instructed and follow the submission guidelines that are provided on the form. All forms must be typed; no handwritten forms will be accepted.

**Staffing Change** – If the organization experiences a change in leadership, for example the Chief Executive Office or Clinical Director, DBHDD must be notified of this change.

- The provider is required to complete the “**Staff Update Form**” located on the ASO website. Please complete the form as instructed and follow the submission guidelines that are provided on the form. All forms must be typed; no handwritten forms will be accepted.

## 4. ProviderConnect

ProviderConnect is an online tool that allows providers to submit and check claims status, check member eligibility, update their provider profile, request inpatient and outpatient authorizations and more. ProviderConnect is easy to use, secure, and available 24/7. There is a user guide available [here](#), as well as demonstration videos to help providers get started using the system.

## 5. IDD Connects Case Management System

The IDD Connects system went live in August 2019. This custom product is the result of a thoughtful and strategic overhaul of the way that we administer waivers. Through a contract with Carent Behavioral Health, DBHDD designed a customized case management solution for Georgia which enhances transparency for individuals, supports productivity and workflow management, and allows a new level of access to data and reporting. IDD Connects provides streamlined access to the waiver application and coordination of eligibility determination and service coordination. These efficiencies include online application, pre-eligibility determinations, real-time planning list prioritization, evaluations, and Individual Support Plan (ISP) development including person centered tools, evaluation integrations, and clinical recommendations. This system maintains the full record of the individual, including support notes and outcome measures.

IDD Connects is a web-based system for individuals who receive the New Options Waiver (NOW) or the Comprehensive Supports Wavier (COMP) Waiver. Specific information about this system is available on the ASO website by [clicking here](#). Please review the “**Provider User Guide**,” available [here](#), for instructions on how to utilize this system.

Providers can access the IDD Connects System via a single sign-on (SSO) from Provider Connect to the IDD Connects System or by logging in to the IDD Connects System directly. Providers must sign-on to the IDD Connects System through the SSO process for the first login to the

system. Upon the first login, you will be prompted to establish your IDD Connects System account information.

Each provider needs to complete the Account Request Form (ARF) to obtain log in credentials to access Provider Connect, available [here](#). Subsequently, the user will also be linked to the IDD Connect Portal.

If you experience issues or need a password reset for IDD Connects, contact the Carelon Customer Service desk at **855-606-2725** or the Carelon EDI Helpdesk at **888-047-9311** for assistance or log an inquiry within the ProviderConnect Portal.

#### **a. Healthcare Risk Screening Tool (HRST)**

The HRST is a web-based screening tool developed to detect early warning signs of health risks and signs of health destabilization. The main purpose of the tool is to detect health risks and signs of destabilization EARLY so that preventive action can be taken to improve quality of life, as well as avert preventable, unnecessary deaths. This system is accessible via I/DD Connects and utilizes the same login and password. To be approved to access this system, Providers are required to complete HRST Training. These trainings are available in the HRST application. The DBHDD policy [Health Risk Screening Tool \(HRST\), 02-803](#) provides more specific information on this system and outlines the requirements for how Providers must complete an individual's HRST.

### **6. Georgia Crisis and Access Line (GCAL)**

GCAL provides telephonic crisis intervention, clinical triage, and referral for Georgians in need 24/7/365. Key functions of GCAL include:

- Mobile Crisis Dispatch for all State-Funded Behavioral Health and Developmental Disability Mobile Crisis Response Teams
- Single Point of Entry for State Contracted Inpatient Beds
- Preferred Point of Entry for Crisis Stabilization Units and State Hospital
- Initial Authorization for Crisis Stabilization Unit, State Hospitals, and State Contracted Inpatient Bed Admissions

### **7. Quality Management**

The focus of the ASO Quality Management department is to monitor and evaluate quality across the entire range of services provided by the DBHDD Provider Network.

The DBHDD has delegated Behavioral Health (BH) and Intellectual/Developmental Disabilities (I/DD) quality reviews to the ASO. These reviews are focused on person-centered practices and provider performance. The purpose of these reviews is to determine adherence to DBHDD standards and to assess the quality of the service delivery system through various sources including:

- Interviews with individuals receiving services
- Employee records
- Record reviews
- Observations of services provided, where appropriate

More specific information regarding the Quality Review process can be found in the ASO Provider Handbook, noted above. The ASO website provides examples of the tools utilized during the review process as well as trainings on the review process. This information can be accessed [here](#).

## **8. Contact Information**

Please review the appropriate email addresses below to contact the ASO:

- [GAEnrollment@carelon.com](mailto:GAEnrollment@carelon.com): This is for document submission only. Agencies can submit Applications, Change of Information forms, Medicaid Reactivations/Deactivations forms, Licenses, Insurances, and Staff Update forms to this email address.
- [GACollaborative@carelon.com](mailto:GACollaborative@carelon.com): Send any questions pertaining to credentialing or the enrollment process (Letter of Intent, New Applications, Existing Provider Applications) to this email address. Documents are not accepted at this email address. Please include the associated tracking number, if applicable, in the subject line of the email.
- [GACollaborativePR@carelon.com](mailto:GACollaborativePR@carelon.com): This is for any questions related to authorizations, trainings, etc. Submit denied authorization spreadsheets to this email address also.

## **III. Georgia Department of Community Health (DCH)**

The Georgia Department of Community Health (DCH) is one of Georgia's four health agencies serving the state's growing population of over 10 million people. DCH serves as the lead agency for Medicaid and oversees the State Health Benefit Plan and Healthcare Facility Regulation Division (HFRD). The DBHDD works in conjunction with DCH to assist in providing services to individuals in need of behavioral health, substance abuse, and/or intellectual and developmental disability services. More information regarding DCH can be found [here](#).

One platform used by DCH to support approved providers is the Georgia Medicaid Management Information System.

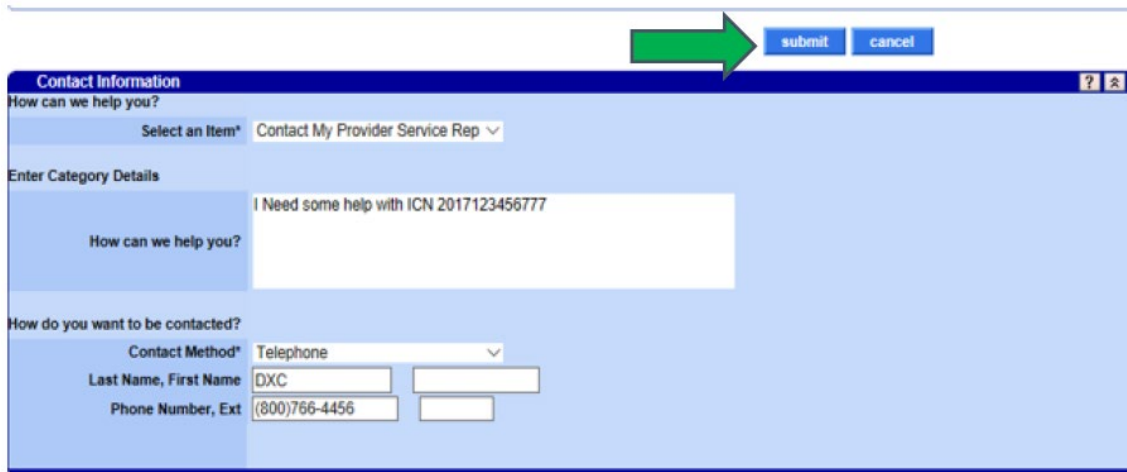
## 1. Georgia Medicaid Management Information System (GAMMIS)

The Georgia Medicaid Management Information System (GAMMIS) website is administered by the Department of Community Health (DCH). It is important to be familiar with this site. Providers will bill for Medicaid services through GAMMIS. This site also contains many of the associated DCH Provider Manuals and Medicaid standards that impact the services provided in the community. [Click here](#) to access it.

### a. Gainwell Technologies

Gainwell Technologies (formerly known as DXC) is the fiscal agent for DCH. The DCH contracts with Gainwell Technologies to provide day-to-day services necessary for the different Medicaid programs to function. To assist providers, Gainwell has assigned Provider Relations Field Services Representatives. Providers can contact their assigned Provider Representative through the GAMMIS website by hovering over the **"Contact Information"** tab, then select **"Contact Us"** from the drop-down menu.

A **"Contact Us"** form will appear. In the **"Select an Item"** box, from the drop-down menu, select **"Contact My Provider Service Rep."** Then complete the **"How can we help you?"** field. In the **"How do you want to be contacted?"** section, select "telephone" in the **"Contact Method"** drop-down box and in the Last Name, First Name section, input only **"Gainwell,"** followed by the relevant contact number for the Provider agency. See the screenshot for more guidance. It is important to note that your Gainwell Technologies representative can assist you with issues or questions regarding billing via GAMMIS.



The screenshot shows a web form titled "Contact Information". At the top right, there are "submit" and "cancel" buttons. A green arrow points from the left towards the "submit" button. The form contains the following sections:

- How can we help you?**: A dropdown menu labeled "Select an Item\*" with the selected option "Contact My Provider Service Rep".
- Enter Category Details**: A text area labeled "How can we help you?" containing the text "I Need some help with ICN 2017123456777".
- How do you want to be contacted?**:
  - Contact Method\***: A dropdown menu with "Telephone" selected.
  - Last Name, First Name**: Two text input fields, the first containing "DXC".
  - Phone Number, Ext**: Two text input fields, the first containing "(800)766-4456".

## b. Medicaid Provider Manuals

There are Provider manuals on this site that Providers should be familiar with. They can be accessed by hovering over the “**Provider Information**” tab and selecting “**Provider Manuals**” or by clicking [here](#). Once on this page, a complete listing of the manuals that pertain to all the different Medicaid programs administered by DCH can be seen. These manuals are updated on a **quarterly basis**. Previous versions of the Provider Manuals are also archived and can be found in the Provider Manuals folder. There are four specific manuals that an approved DBHDD provider should become familiar with:

1. *Part 1 Policies and Procedures for Medicaid/PeachCare for Kids*
2. *Comprehensive Supports Waiver Program and New Options Waiver Program (Part II)*
3. *Comprehensive Supports Waiver Program Chapters 1300-3600 (Part III)*
4. *New Options Waiver Program (Part III)*
5. *Support Coordination – Intensive Support Coordination (Part III)*

## c. Provider Notices

Provider notices on the GAMMIS website are vitally important. These can be accessed on this webpage by hovering over the “**Provider Information**” tab and selecting “**Provider Notices**” from the drop-down menu or by [clicking here](#). DCH will post all presentations in this section as well as announcements about Medicaid Fairs conducted around the state.

#### **d. Provider Messages**

Provider messages can be accessed on the GAMMIS website by hovering over the “**Provider Information**” tab and selecting “**Provider Messages**” from the drop-down menu or by [clicking here](#). Once on this page, in the “**Provider Type**” field, we recommend that Providers select “**ALL PROVIDER TYPES**” in the drop-down menu to ensure all messages that have been released by DCH can be viewed. Selected “**ALL PROVIDER TYPES**,” click “**Search**” and all messages will appear.

## **2. Healthcare Facility Regulation Division (HFRD)**

The Healthcare Facility Regulation (HFRD), a division of the Department of Community Health (DCH), is responsible for healthcare planning, licensing, certification, and oversight of various health care facilities and services in Georgia. Licenses and permits that some DBHDD I/DD Providers must have to provide services such as a Community Living Arrangement (CLA) license and Private Home Care (PHC) permit are overseen by HFRD. More information can be found [here](#).

## Provider Issue Management System (PIMS)

Lastly, please remember that if you have any questions contact the Office of Provider Relations through the Provider Issue Management System (PIMS). Again, this system is an avenue for Providers to utilize when there is a question they would like answered. Click [here](#) to access PIMS directly. It can also be accessed from the [DBHDD homepage](#) by selecting “**Submit a Question to Provider Relations**” tile. It is recommended that this site be bookmarked for future use and to utilize it whenever a question arises.

## IV. Quick Reference Guide

1. DBHDD: <https://dbhdd.georgia.gov/>
2. DBHDD Provider Manuals: <https://dbhdd.georgia.gov/be-connected/community-provider-manuals>
3. DBHDD PolicyStat: <https://gadbhdd.policystat.com/>
4. DBHDD University for Providers: <https://www.dbhdduniversity.com/providers.html>
5. Georgia Collaborative ASO: <https://www.georgiacollaborative.com/>
6. Georgia Collaborative Provider Forms: <https://www.georgiacollaborative.com/providers/forms/>
7. IDD Connects: <https://www.georgiacollaborative.com/providers/iddconnects/>
8. DCH: <https://dch.georgia.gov/>
9. GAMMIS: <https://www.mmis.georgia.gov/portal/>
10. Healthcare Facility Regulation: <https://dch.georgia.gov/divisionsoffices/hfrd>