



**D·B·H·D·D**

Georgia Department  
of Behavioral Health  
& Developmental  
Disabilities

**BE D·B·H·D·D**

**BE COMPASSIONATE**

**BE PREPARED**

**BE RESPECTFUL**

**BE PROFESSIONAL**

**BE CARING**

**BE EXCEPTIONAL**

**BE INSPIRED**

**BE ENGAGED**

**BE ACCOUNTABLE**

**BE INFORMED**

**BE FLEXIBLE**

**BE HOPEFUL**

**BE CONNECTED**

**BE D·B·H·D·D**

**Meeting:****DBHDD IDD Provider Meetings****Dates/Locations:****March 11th** -UGA Tifton Campus Conf Center - 15 R D C Rd, Tifton, GA 31794**March 12th**-Anderson Conference Center - 5171 Eisenhower Pkwy. Ste. D, Macon, GA 31206**March 13th** - Douglasville Conference Center - 6700 Church St, Douglasville, GA 30134

Topic	Time	Presenter
Opening Welcome	9:00 am- 9:20 am	Ron Wakefield, Division Director, DBHDD
NOW/COMP Waiver Rate Increase Update Service Updates	9:20am- 10:00am	Ron Singleton, Budget Manager, DBHDD
Transitioning Individuals	10:00am- 10:15am	Carol Love, Regional Services Administrator, DBHDD
Nursing Updates	10:15am- 10:30am	Shannon Smith, Nursing Director, DBHDD  Karen Cawthon, OHW Project Manager, DBHDD
Investigation Trends	10:30am- 11:00am	Terri Kight, Director of Office of Investigations, Division of Accountability and Compliance, DBHDD Fran Perrault-Strong, Manager, Death and Behavioral Health Investigations, DBHDD Allison Cottew, Manager, Special Investigations and Corrective Action Plans, DBHDD Julie Steinbeck, Manager, DD Abuse/Neglect/Exploitation Investigations, DBHDD
Statewide Services with Georgia Uplift	11:00am- 11:30am	Michelle Maxwell, South Andrea Cook, Central Yuli Fernandez, North
Update on Background Checks Systems and Processes	11:30am- 12:00pm	Jennifer Rybak-Gibbons, Director, Office of Incident Management and Compliance  Keisha Davis, Assistant Director, Office of Incident Management and Compliance
All Audience Provider Q/A	12:00pm- 12:30pm	All DBHDD staff – responding to written questions from audience



**D·B·H·D·D**

Georgia Department  
of Behavioral Health  
& Developmental  
Disabilities

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**Opening Welcome & Updates**  
**Ron Wakefield,**  
**IDD Division Director**  
**DBHDD**

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# NOW & COMP Rate Increase Update & Upcoming Services Implementation

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

Ron Singleton

DD Budget Manager

Division of Intellectual & Developmental Disabilities

March 2025



# Today's agenda

Rate Implementation  
Update

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Phase 5

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Manual PA Service Line  
Updates: Regional Field  
Office

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PA Roll-Up Project

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Miscellaneous Claim  
Denials

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NOW & COMP Billing Tips

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New Services  
Implementation

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# NOW & COMP Rate Increase

Rate Implementation Update

# DBHDD Special Bulletin: February 21, 2025

Special Bulletin

February 21, 2025

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**BE INFORMED**

NETWORK  
BULLETIN



D·B·H·D·D

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## IMPORTANT ANNOUNCEMENT FOR IDD PROVIDERS

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### Updates on IDD Provider Network Medicaid Rate Increases

On behalf of the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD), the Division of Intellectual and Developmental Disabilities is one step closer to completing the IDD provider network rate increase implementation.



# DBHDD Office of Provider Relations

## Office of Provider Relations

### Senior Provider Relations Managers

Sharon Pyles

### Provider Relations Managers

Mary Williams

Elizabeth Barbour

For Provider Relations inquiries,  
please contact us at

[DBHDD.Provider@dbhdd.ga.gov](mailto:DBHDD.Provider@dbhdd.ga.gov).







# NOW & COMP Rate Increase

Phase 5

# Rate Implementation Phases Project Purpose

Increase the **Authorized Amount (Amount Allowed)** of Prior Authorization Service Lines for Services with Rate Increases

Line #	Rate Status	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Pre-Rate Increase	Any Service	10	\$100.00	\$1,000.00	07/01/2024	06/31/2025
	Post-Rate Increase	Any Service	10	\$125.00	\$1,250.00	07/01/2024	06/31/2025



# Phase 5 Overview

## Outstanding Prior Authorizations Corrections: Examples

### Example #1: PA Service Lines That Didn't Split

Pre-Processed Service Line						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Support Coordination	12	\$187.43	\$2,249.16	11/01/2023	10/31/2024

Processed Service Lines						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Support Coordination	8	\$187.43	\$1,499.44	11/01/2023	<b>06/30/2024</b>
2	Support Coordination	4	\$209.97	\$839.88	<b>07/01/2024</b>	10/31/2024

# Phase 5 Overview

## Outstanding Prior Authorizations Corrections: Examples

### Example #1: PA Service Lines That Didn't Split (Financial Impact)

Financial Impact						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
2	Support Coordination	4	\$209.97	\$839.88	07/01/2024	10/31/2024
2	Support Coordination	4	\$209.97	\$749.72	07/01/2024	10/31/2024



4 X \$187.43 = \$749.72  
Amount Based on  
Previous Rate

# Phase 5 Overview

## Outstanding Prior Authorizations Corrections: Examples

### Example #2: PA Service Lines' Authorized Amount Didn't Increase

Financial Impact						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
2	Support Coordination	4	\$209.97	\$839.88	07/01/2024	10/31/2024
2	Support Coordination	4	\$209.97	\$749.72	07/01/2024	10/31/2024



4 X \$187.43 = \$749.72  
Amount Based on  
Previous Rate



# NOW & COMP Rate Increase

Manual PA Service Line Updates:  
Regional Field Office

# PA Service Line Adjustments: Regional Field Offices

Upon the completion of all Phases, the Regional Field Offices are prepared to adjust **units** between the adjusted (split) service lines.

Pre-Processed Service Line						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Medical Supplies	1000	\$1.00	\$1,000.00	01/01/2024	12/31/2024

Processed Service Lines						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Medical Supplies	500	\$1.00	\$500.00	01/01/2024	06/30/2024
2	Medical Supplies	500	\$1.00	\$500.00	07/01/2024	12/31/2024

Regional Field Office Update						
Line #	Service Name	Units	Rate	Authorized Amount	Start Date	End Date
1	Medical Supplies	100	\$1.00	\$100.00	01/01/2024	06/30/2024
2	Medical Supplies	900	\$1.00	\$900.00	07/01/2024	12/31/2024



# NOW & COMP Rate Increase

PA Roll-Up Project



# The Georgia Collaborative Newsletter: October 8, 2024

October 8, 2024

**RESOLVED**

To: IDD Provider Network

Re: Prior Authorization updates

Dear provider,

On September 20, 2024, we identified an issue that started occurring with the IDD NOW & COMP authorization extract to GAMMIS. NOW & COMP authorizations contain all providers on a single authorization; however, this issue began separating provider authorizations onto individual authorizations.

On Friday, October 11, 2024, we will retransmit all files to GAMMIS, this will resolve the extract error. **Please note:** we have suspended the PA transmission extract as of October 3, 2024. We will resume regularly scheduled extract transmission when issue is resolved. If you have any new assigned authorizations, it is recommended that you not bill against them until this fix has occurred. That will prevent the updated authorizations from being rejected by GAMMIS. If authorization updates reject due to paid claims, the claims will need to be voided by the provider before the authorization can be fixed.

If you have questions or concerns, please reach out to [Gacollaborativepr@carelon.com](mailto:Gacollaborativepr@carelon.com).

Thank – you,  
Georgia Collaborative ASO

# October 8, 2024, Newsletter: “Layman’s Terms”

Every individual in the NOW and COMP will have one prior authorization (PA) at a time, typically with a span of 365 days. Each PA has a unique number, and the PA will have one or more service lines associated.

STANDARD FORMAT				
Prior Authorization #	Line #	Service Name	Start Date	End Date
55555550000	1	Support Coordination	10/01/2024	09/30/2025
	2	Specialized Medical Supplies	10/01/2024	09/30/2025
	3	Supported Employment - Individual	10/01/2024	09/30/2025
	4	Community Access - Group	10/01/2024	09/30/2025

Several individuals had multiple PAs that were sent to Medicaid with overlapping dates. Each PA had one service line associated.

INCORRECT FORMAT				
Prior Authorization #	Line #	Service Name	Start Date	End Date
55555550000	1	Support Coordination	10/01/2024	09/30/2025
55555550010	1	Specialized Medical Supplies	10/01/2024	09/30/2025
55555550020	1	Supported Employment - Individual	10/01/2024	09/30/2025
55555550030	1	Community Access - Group	10/01/2024	09/30/2025

# PA Roll-Up Process

Resubmitting the multiple PAs for each individual would result in the additional PAs and services “rolling-up” or merging with the first PA that was created for the first service line.

RESUBMISSION TO MEDICAID				
Prior Authorization #	Line #	Service Name	Start Date	End Date
5555555000	1	Support Coordination	10/01/2024	09/30/2025
5555555010	1	Specialized Medical Supplies	10/01/2024	09/30/2025
5555555020	1	Supported Employment - Individual	10/01/2024	09/30/2025
5555555030	1	Community Access - Group	10/01/2024	09/30/2025

EXPECTED OUTCOME				
Prior Authorization #	Line #	Service Name	Start Date	End Date
5555555000	1	Support Coordination	10/01/2024	09/30/2025
	2	Specialized Medical Supplies	10/01/2024	09/30/2025
	3	Supported Employment - Individual	10/01/2024	09/30/2025
	4	Community Access - Group	10/01/2024	09/30/2025

# PA Roll-Up Process: Complications

The additional PAs with paid claims posted did not “roll-up” or merge with the initial PA created, resulting in a request to the billing provider to void the paid claims.

After the void(s), the PA would be resubmitted to Medicaid.

RESUBMISSION TO MEDICAID					
Prior Authorization #	Line #	Service Name	Start Date	End Date	Paid Claims
55555555000	1	Support Coordination	10/01/2024	09/30/2025	N/A
55555555010	1	Specialized Medical Supplies	10/01/2024	09/30/2025	NO
55555555020	1	Supported Employment - Individual	10/01/2024	09/30/2025	NO
55555555030	1	Community Access - Group	10/01/2024	09/30/2025	YES

RESUBMISSION OUTCOME					
Prior Authorization #	Line #	Service Name	Start Date	End Date	Paid Claims
55555555000	1	Support Coordination	10/01/2024	09/30/2025	N/A
	2	Specialized Medical Supplies	10/01/2024	09/30/2025	NO
	3	Supported Employment - Individual	10/01/2024	09/30/2025	NO
55555555030	1	Community Access - Group	10/01/2024	09/30/2025	YES



NOW & COMP Rate Increase

Miscellaneous Claim Denials

# Miscellaneous Claim Denials

To reprocess claims with a date of service of July 1, 2024, or after, Gainwell voided previously paid claims. After the PA updates, these claims were then resubmitted with the higher rate(s).

## Phase 4: 1/22/2025 – 2/3/2025

- During the week beginning 1/25/2025 through 1/29/2025, providers are asked to withhold submitting new claims or claims adjustments so updates to PAs can occur. Note, any claims received during this window will be held in **suspense** and not released until 1/30/2024. Providers can resume claims submission as of 9:00am on the morning of Thursday, 1/30/2024.

## Miscellaneous Claim Denial Examples

- 1<sup>ST</sup> DIAGNOSIS IS A HEADER OR PARENT CODE
- MEMBER INELIGIBLE ON DETAIL DATE OF SERVICE
- REND PROV NOT ELIGIBLE TO RENDER SVC ON THIS PGM
- MEMBER HAS ELECTED TO RECEIVE HOSPICE SERVICES
- MEMBER SERVICES COVERED BY CMO PLAN
- CLAIM DTE OF SVC/MEMBER DTE OF DEATH CONFLICT-DTL
- SERVICE NOT ALLOWED DURING HOSPITAL STAY-DTL



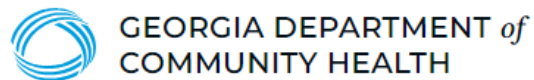
# NOW & COMP Rate Increase

NOW & COMP Billing Tips

# Guidance and Troubleshooting for Billing & Claims

If you have any questions regarding the billing process or experience billing difficulties with NOW and/or COMP services, please be sure to reach out to your Gainwell Representative for assistance. Information and guidance for contact information can be found at:

<https://www.mmis.georgia.gov>



Gainwell Technologies is the fiscal agent for Georgia Medicaid and PeachCare for Kids®.



# Contacting the Department of Community Health (DCH)

<https://dch.georgia.gov/about-us/contact-us>

The screenshot shows the official website of the Georgia Department of Community Health. At the top right, it says "An official website of the State of Georgia. How you know". The header features the Georgia state seal and the text "GEORGIA DEPARTMENT of COMMUNITY HEALTH". A navigation menu includes "About Us", "Divisions/Offices", "Programs", "Providers", "How Do I", "Budget & Performance", "Meetings & Notices", and "Comprehensive Health Coverage Commission". A breadcrumb trail shows "Home > About Us > Contact Us". On the left, a sidebar menu lists "About Us", "Office of the Commissioner", "The Board of Community Health", "Legal", "Annual Reports", and "Contact Us" (which is highlighted). The main content area has a large "Contact Us" heading, a "CONTACT" button, and links for "DCH Main Office", "Send us an Email", and "Constituent Services Frequently Asked Questions (FAQs)". Social media icons for Facebook, X, LinkedIn, and YouTube are at the bottom right.

# Contacting PIMS (Provider Issue Management System)

<https://dbhdd.georgia.gov>

An official website of the State of Georgia. How you know ▾ English Organizations

**GEORGIA DEPARTMENT of BEHAVIORAL HEALTH and DEVELOPMENTAL DISABILITIES**

DBHDD Resources ▾ For Providers ▾ Forensics & Law Enforcement ▾ Our Hospitals ▾ DBHDD Agency Information ▾ Find Services & Contacts ▾

Experiencing Emotional Distress?... Call or Text 988 | Free and confidential services and help, available 24/7.

## Be Supported

Recovery is nurtured by relationships and environments that provide hope, empowerment, choices and opportunities.

**Become a DBHDD Provider** **Submit a Question to Provider Relations** **Resources for Educators and Students**

# Contacting PIMS (Provider Issue Management System)

<https://dbhdd.georgia.gov>

The screenshot shows the website header with the logo and name of the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). The navigation menu includes 'DBHDD Resources', 'For Providers', 'Forensics & Law Enforcement', 'Our Hospitals', 'DBHDD Agency Information', and 'Find Services & Contacts'. A dropdown menu is open under 'For Providers', with the link 'Submit a question to PIMS' circled in red. Other links in the dropdown include 'Access IDD Connects', 'PIMS FAQ', 'Community Provider Manuals', 'Provider Relations Communications', 'Training', 'Applications for New & Existing Providers', 'Connect to DBHDD Applications', 'Provider Toolkit', 'Provider FAQs', 'Background Policy & GAPS Information', 'DUI Intervention Program', 'Improving Health Outcomes Initiative Collaborative Learning Center', 'Filling the GAP: Georgia Access Point', 'Transition Manual', and 'HIV Early Intervention Services'. A search bar is visible in the top right corner. Below the navigation menu, there is a banner image of hands being held, with the text 'Recovery is nurtured by relationships and environments that provide hope, empowerment, choices and opportunities.'

# NOW & COMP Billing Tips: Part 1 - Rate Implementation

The Medicaid system (GAMMIS) is currently programmed to reimburse providers based on the rate(s) listed in the Fee Schedule (Rate Table).

Service Example				
Service	Unit	Procedure Code	Rate	Effective Date
Residential Care	Daily	T2032-U1	\$250.00	07/01/2024

## Provider Rates - Procedure Pricing (00011222ZZ)

Proc Code  [ Search ]

Procedure	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Rate	Rate Type	Effective Date	End Date
T2032	U1				\$250.00	681 - COS 681	07/01/2024	12/31/2299
T2032	U1				\$200.00	681 - COS 681	07/01/2022	06/30/2024

# NOW & COMP Billing Tips: Part 2 - Web Portal Billing

## GAMMIS Web Portal (Modified) Billing Fields

From DOS*	<input type="text" value="03/03/2025"/>
To DOS	<input type="text" value="03/06/2025"/>
Procedure*	<input type="text" value="T2032"/> <a href="#">[ Search ]</a>
Procedure Description	
Modifier 1	<input type="text" value="U1"/> <a href="#">[ Search ]</a>
Modifier 2	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 3	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 4	<input type="text"/> <a href="#">[ Search ]</a>
Units*	<input type="text" value="4"/>
Charges*	<input "="" type="text" value="?"/>

Provider Rates - Procedure Pricing (00011222ZZ)					
Proc Code	<input type="text"/>	<a href="#">[ Search ]</a>			
Procedure	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Rate
T2032	U1				\$250.00



**Fee Schedules (Rate Tables)  
Drive Reimbursement Rates**

# NOW & COMP Billing Tips: Part 2A - Web Portal Billing

## GAMMIS Web Portal (Modified) Billing Fields & Reimbursement (Paid) Amounts

From DOS*	<input type="text" value="03/03/2025"/>
To DOS	<input type="text" value="03/06/2025"/>
Procedure*	<input type="text" value="T2032"/> <a href="#">[ Search ]</a>
Procedure Description	
Modifier 1	<input type="text" value="U1"/> <a href="#">[ Search ]</a>
Modifier 2	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 3	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 4	<input type="text"/> <a href="#">[ Search ]</a>
Units*	<input type="text" value="4"/>
Charges*	<input type="text" value="?"/>

**Charges\***



**Paid Amount**

**Charges\***



**Paid Amount**

**Charges\***



**Paid Amount**

**Charges\***



**Paid Amount**

# NOW & COMP Billing Tips: Part 3 - Rate Implementation

Upon completion of the DCH/Gainwell Phase 5, the Medicaid system (GAMMIS) will be reprogrammed to reimburse providers **up to** the rate(s) listed in the Fee Schedule (Rate Table).

Service Example				
Service	Unit	Procedure Code	Rate	Effective Date
Residential Care	Daily	T2032-U1	\$250.00	07/01/2024

## Provider Rates - Procedure Pricing (00011222ZZ)

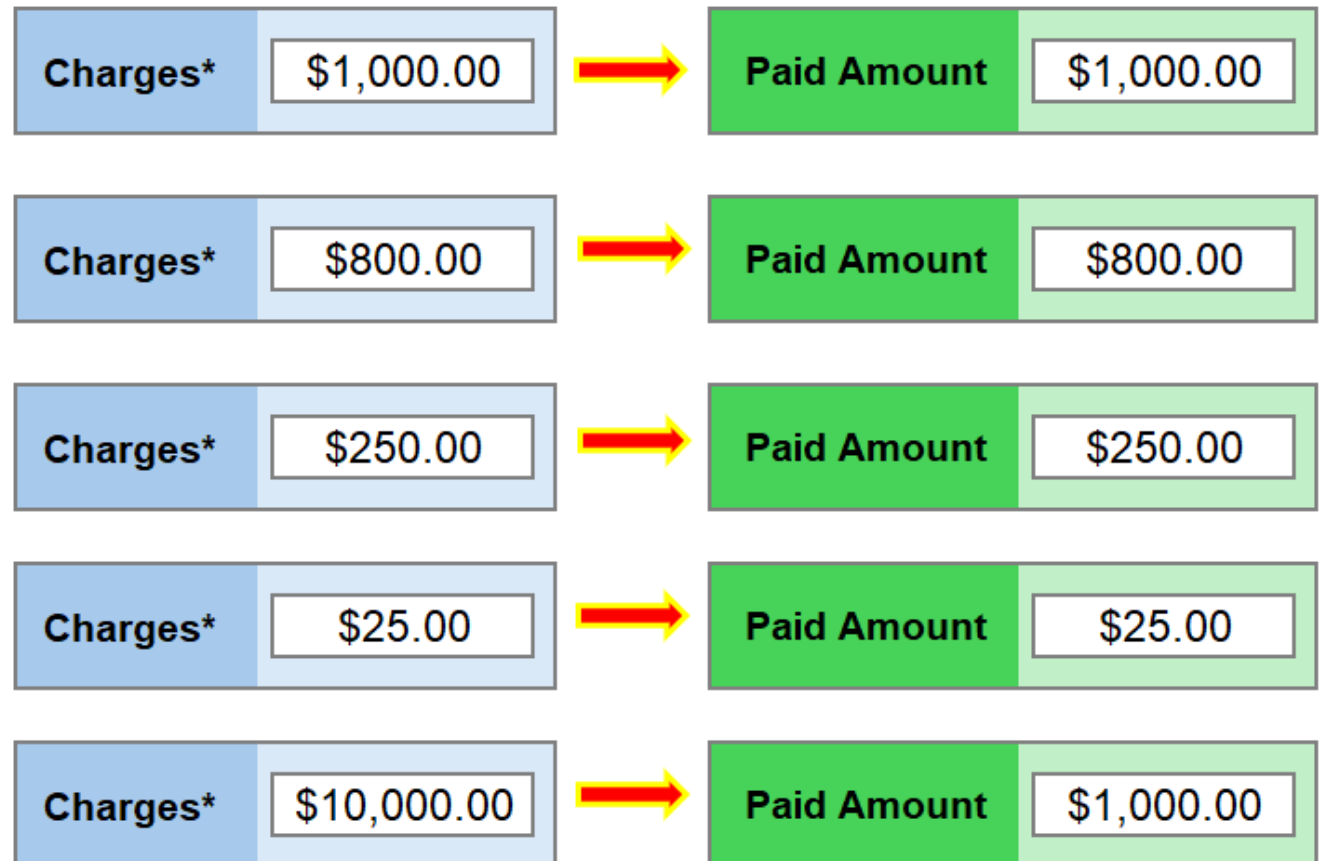
Proc Code  [ Search ]

Procedure	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Rate	Rate Type	Effective Date	End Date
T2032	U1				\$250.00	681 - COS 681	07/01/2024	12/31/2299
T2032	U1				\$200.00	681 - COS 681	07/01/2022	06/30/2024

# NOW & COMP Billing Tips: Part 3A - Web Portal Billing

## GAMMIS Web Portal (Modified) Billing Fields & Reimbursement (Paid) Amounts

From DOS*	<input type="text" value="03/03/2025"/>
To DOS	<input type="text" value="03/06/2025"/>
Procedure*	<input type="text" value="T2032"/> <a href="#">[ Search ]</a>
Procedure Description	
Modifier 1	<input type="text" value="U1"/> <a href="#">[ Search ]</a>
Modifier 2	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 3	<input type="text"/> <a href="#">[ Search ]</a>
Modifier 4	<input type="text"/> <a href="#">[ Search ]</a>
Units*	<input type="text" value="4"/>
Charges*	<input type="text" value="?"/>

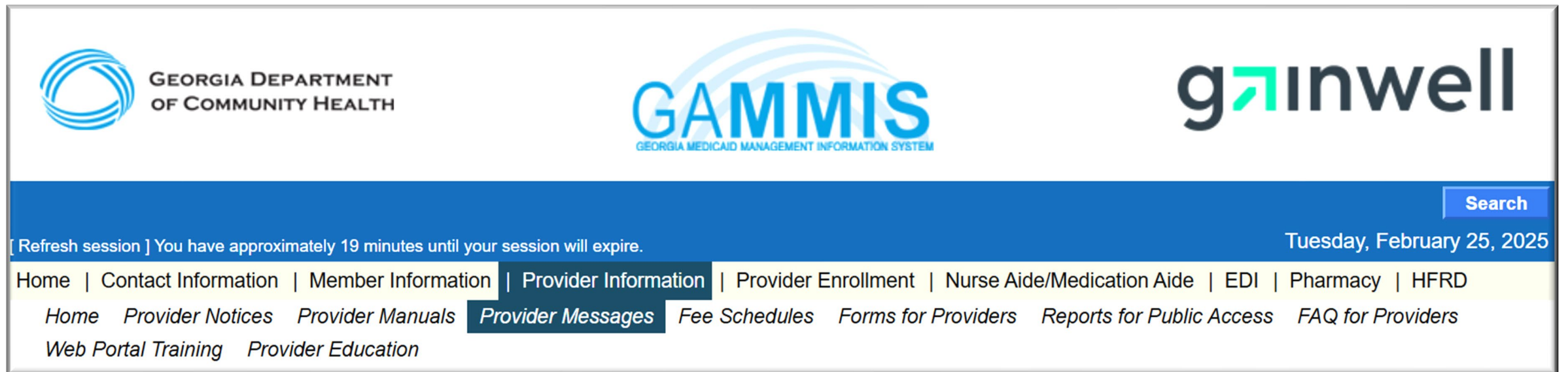





# Provider (Banner) Messages & Provider Notices


<https://www.mmis.georgia.gov>


## Provider (Banner) Messages



The screenshot shows the top navigation area of the MMIS website. It features three logos: the Georgia Department of Community Health logo on the left, the GAMMIS logo (Georgia Medicaid Management Information System) in the center, and the gainwell logo on the right. Below the logos is a blue navigation bar containing a search button and a session expiration message. Underneath the blue bar is a white navigation menu with various links, where 'Provider Messages' is highlighted.

 GEORGIA DEPARTMENT OF COMMUNITY HEALTH

 GAMMIS  
GEORGIA MEDICAID MANAGEMENT INFORMATION SYSTEM

 gainwell

[ Refresh session ] You have approximately 19 minutes until your session will expire. Tuesday, February 25, 2025

Home | Contact Information | Member Information | **Provider Information** | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD

*Home* *Provider Notices* *Provider Manuals* ***Provider Messages*** *Fee Schedules* *Forms for Providers* *Reports for Public Access* *FAQ for Providers*

*Web Portal Training* *Provider Education*

# Provider (Banner) Messages & Provider Notices

<https://www.mmis.georgia.gov>

## Provider (Banner) Messages

**Messages Search Panel** Top ? ^

Keyword

Year

Provider Type

Records 20

**Messages (1 rows returned)**

Type	Sent Date	Subject
ALL PROVIDER TYPES	02/10/2025	*Updated* Save the Date! Spring Face-to-Face Medicaid Fair - Tuesday, April 22, 2025

**Message** ? ^

Type ALL PROVIDER TYPES

Subject \*Updated\* Save the Date! Spring Face-to-Face Medicaid Fair - Tuesday, April 22, 2025

Dear Georgia Medicaid Providers and Stakeholders:

The Department of Community Health (DCH) and Gainwell Technologies encourage you to save the date for our Face-to-Face Medicaid Fair!

**New Date: Tuesday, April 22, 2025**  
UGA Tifton Conference Center  
15 RDC Road, Tifton, GA 31794

# Provider (Banner) Messages & Provider Notices

<https://www.mmis.georgia.gov>

## Provider Notices



The screenshot shows the top section of a web portal. On the left is the logo for the Georgia Department of Community Health, consisting of a blue circular icon and the text "GEORGIA DEPARTMENT OF COMMUNITY HEALTH". In the center is the logo for GAMMIS (Georgia Medicaid Management Information System), featuring a blue wave graphic above the text "GAMMIS" and "GEORGIA MEDICAID MANAGEMENT INFORMATION SYSTEM" below it. On the right is the "gainwell" logo in a lowercase, sans-serif font. Below these logos is a blue navigation bar containing a "Search" button on the right and a session expiration message: "Refresh session ] You have approximately 19 minutes until your session will expire." followed by the date "Tuesday, February 25, 2025". Below the navigation bar is a horizontal menu with the following items: "Home", "Contact Information", "Member Information", "Provider Information" (which is highlighted with a dark blue background), "Provider Enrollment", "Nurse Aide/Medication Aide", "EDI", "Pharmacy", and "HFRD". Below this menu is a second row of links: "Home", "Provider Notices" (highlighted with a dark blue background), "Provider Manuals", "Provider Messages", "Fee Schedules", "Forms for Providers", "Reports for Public Access", and "FAQ for Providers". At the bottom of this row are "Web Portal Training" and "Provider Education".

 GEORGIA DEPARTMENT OF COMMUNITY HEALTH

 GAMMIS  
GEORGIA MEDICAID MANAGEMENT INFORMATION SYSTEM

 gainwell

Refresh session ] You have approximately 19 minutes until your session will expire. Tuesday, February 25, 2025 Search

Home | Contact Information | Member Information | **Provider Information** | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD

Home **Provider Notices** Provider Manuals Provider Messages Fee Schedules Forms for Providers Reports for Public Access FAQ for Providers

Web Portal Training Provider Education

# Provider (Banner) Messages & Provider Notices

<https://www.mmis.georgia.gov>

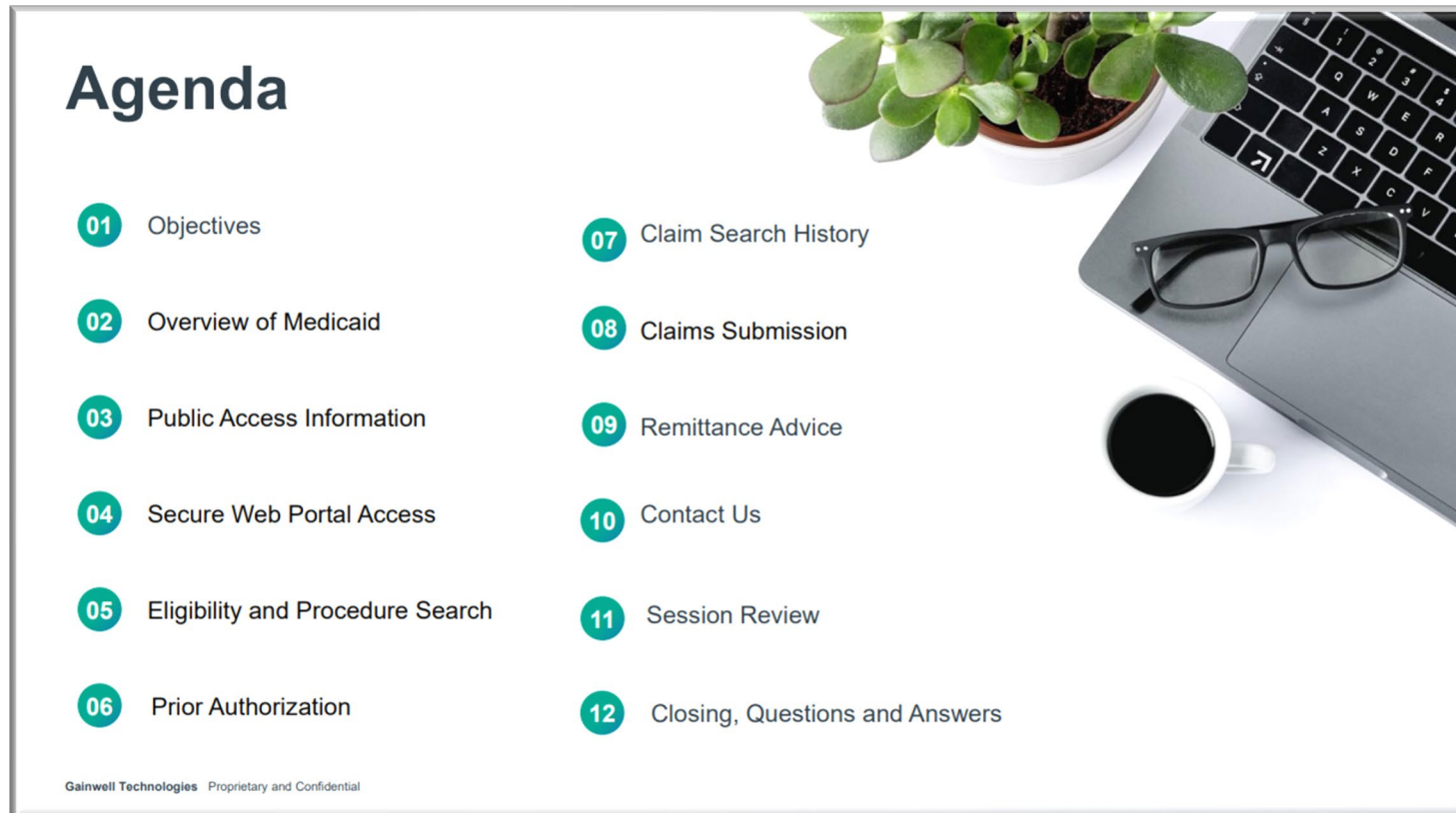
## Provider Notices

Provider Notices (more than 150 available)				
Title	File Type	Category	Size (KB)	Release Date
Presentation - New Biller-Web Portal Navigation	PDF	SESSION MATERIALS	5161.9	02/01/2025
Structured Family Care Background Check - Applicant Instructions	PDF	FAQ FOR PROVIDERS	198	01/31/2025
Nurse Aide Registry Adverse Findings Letter and Quarterly Report - January 2025	PDF	NURSE AIDE	711.8	01/01/2025
Presentation - Now and Comp - January 2025	PDF	SESSION MATERIALS	1753.2	01/01/2025
Presentation - Telemedicine	PDF	SESSION MATERIALS	1494.3	12/18/2024
Pathways Outreach Notice	PDF	FAQ FOR PROVIDERS	587.3	11/25/2024
Presentation - Fall Medicaid Fair - Adult Dental - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	518.5	11/01/2024
Presentation - Fall Medicaid Fair - Amerigroup - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1800.9	11/01/2024
Presentation - Fall Medicaid Fair - CareSource - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	2036.7	11/01/2024
Presentation - Fall Medicaid Fair - Eligibility Updates - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1196.6	11/01/2024
Presentation - Fall Medicaid Fair - Nursing Facility - Hospice - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1772.7	11/01/2024
Presentation - Fall Medicaid Fair - Opening Session - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	2426.3	11/01/2024
Presentation - Fall Medicaid Fair - Peach State - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1782.7	11/01/2024
Presentation - Fall Medicaid Fair - Quality Strategy - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1100.2	11/01/2024
Presentation - Fall Medicaid Fair - Transition Plan - October 2024 - YouTube Link	PDF	MEDICAID FAIRS	1494	11/01/2024

# Provider (Banner) Messages & Provider Notices

<https://www.mmis.georgia.gov>

## Provider Notices: New Biller Web Portal Navigation Presentation



### Agenda

- 01 Objectives
- 02 Overview of Medicaid
- 03 Public Access Information
- 04 Secure Web Portal Access
- 05 Eligibility and Procedure Search
- 06 Prior Authorization
- 07 Claim Search History
- 08 Claims Submission
- 09 Remittance Advice
- 10 Contact Us
- 11 Session Review
- 12 Closing, Questions and Answers

Gainwell Technologies Proprietary and Confidential

# Provider (Banner) Messages & Provider Notices

<https://www.mmis.georgia.gov>

## Provider Notices: NOW and COMP – January 2025 Presentation

### Timely Filing Rules

For most providers, timely filing is six months from the month the service (MOS) was rendered by the provider. However, there are variations which you should be aware:

- Claim adjustment – Within three months of the month of payment
- Claim resubmission – Within three months of the month the denial occurred
- Crossover claim – Within 12 months of MOS
- Secondary claim – Within 12 months of MOS



NOW & COMP Rate Increase

New Services Implementation



# **New Services and Features Coming in 2025!**

## **Increased rates for individuals in need of Deaf and Hard of Hearing Services.**

- Community Living Support
- Respite – 15 Minute (In Home)
- Community Access (Group & Individual)
- Prevocational
- Supported Employment
  - Supported Employment Individual – Job Developer
  - Supported Employment Individual – Job Coach
  - Supported Employment Group
- Community Residential Alternative
  - Group Home (3 & 4 Beds)



# New Services and Features Coming in 2025!

## Tier/Category format for Community Access Group Services.

<b>Crosswalk of Assessment Levels to Rate Categories</b>		
<b>Level</b>	<b>Group Home Rate Category</b>	<b>Community Access Group Rate Categories</b>
1	Category 1	Category 1
2	Category 2	Category 2
3.1	Category 3	Category 3
3.2		
4		
5	Category 4	Category 4
6		
7		



# **New Services and Features Coming in 2025!**





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**Three new Community Residential Alternative models designed to serve individuals with complex care needs who are currently unable to be supported by traditional CRA models.**

- **Specialized Transitional – Community Residential Alternative**
- **Behavior Focused – Community Residential Alternative**
- **Intensive – Community Residential Alternative**

# Adult Therapy Services – OT & PT Consolidation

## Adult Physical & Adult Occupational Services

PROCEDURE CODE	UNIT RATE	DETAILED SERVICE DESCRIPTION		CONSOLIDATION OF CODES	PROCEDURE CODE (TRADITIONAL)	PROCEDURE CODE (SELF-DIRECTED)	UNIT RATE
97161-GP	\$74.27	Physical Therapy - Evaluations		Physical Therapy	97110-U1	97110-U1-UC	\$30.23
97162-GP	\$74.27						
97163-GP	\$74.27						
97164-GP	\$50.49						
97112-GO	\$28.99	Physical Therapy - Services		Occupational Therapy	97530-GO-U1	97530-GO-U1-UC	\$30.23
97110	\$27.75						
97165	\$71.98	Occupational Therapy - Evaluations		Occupational Therapy	97530-GO-U1	97530-GO-U1-UC	\$30.23
97166	\$71.98						
97167	\$71.98						
97168	\$47.55						
97530-GO	\$30.23	Occupational Therapy - Services		Occupational Therapy	97530-GO-U1	97530-GO-U1-UC	\$30.23
97760-GO	\$29.33						
97761-GO	\$26.75						
97533-GO	\$26.19						
97763-GO	\$24.56						

**Note: Per CMS Rule (Medically Unlikely Edit) Speech Language Therapy Will Not Be Consolidated**

# Adult Therapy Services – OT & PT Consolidation

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All NOW and COMP Individual Service Plans and Prior Authorizations for Adult Physical & Adult Occupational Therapy will be consolidated by December 31, 2025.

All recipients of these services are currently eligible for increases up to the annual maximum of \$10,500 upon clinical approval.

# **New Services and Features Coming in 2025!**

**Training and additional information such as policies, rates and procedure/billing codes coming soon!**



# Thank You!

[Ronald.Singleton@dbhdd.ga.gov](mailto:Ronald.Singleton@dbhdd.ga.gov)



# Transitioning Individuals

**Carol Love**

Regional Services Administrator - Region 2

DBHDD

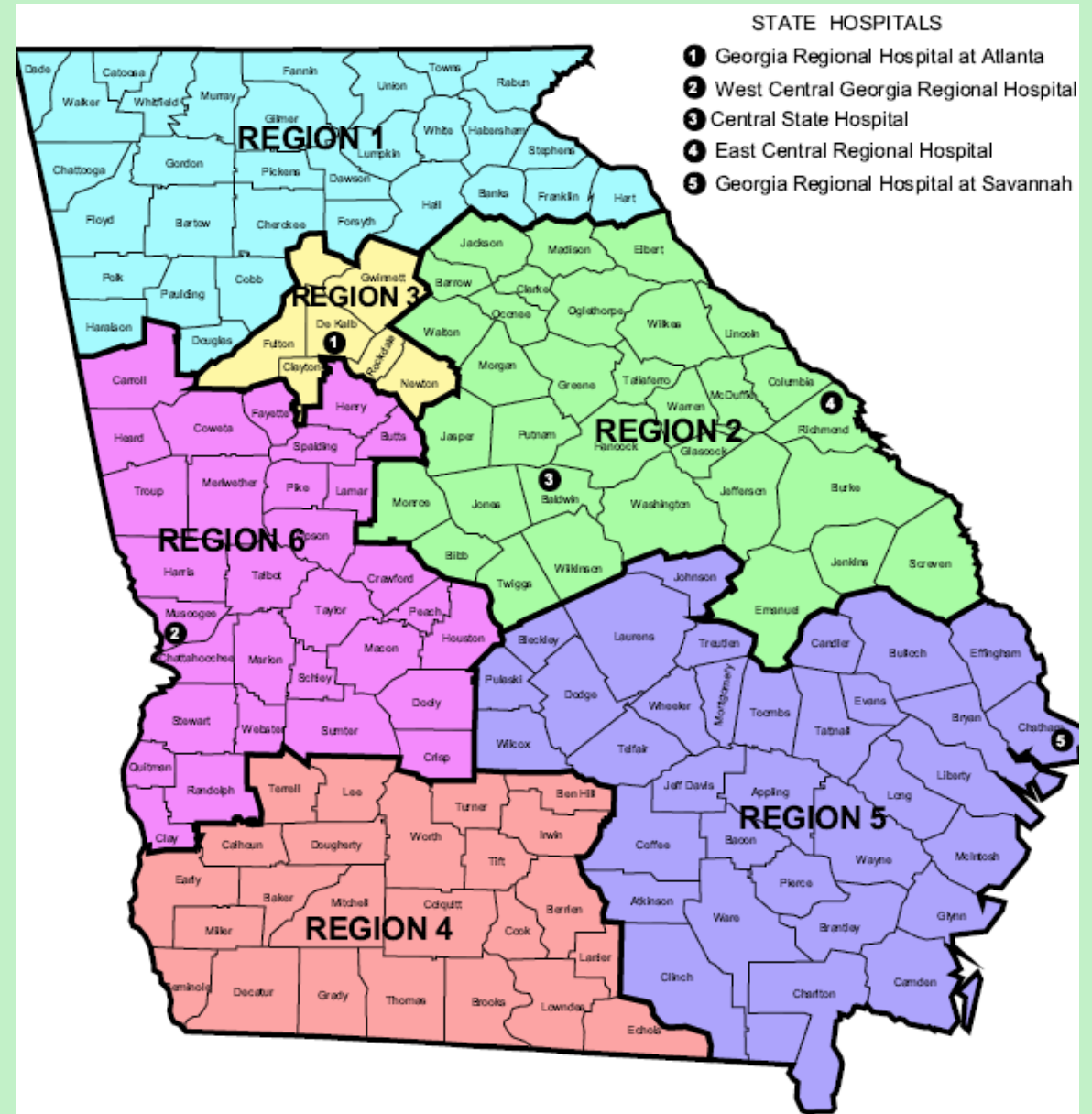


**D·B·H·D·D**

Georgia  
Department of  
Behavioral Health  
& Developmental  
Disabilities

**CHANGE OF LOCATION  
ALWAYS STARTS  
WITH SUPPORT  
COORDINATION**

**EVEN IN AN URGENT OR  
EMERGENCY MOVE ALWAYS  
NOTIFY SUPPORT  
COORDINATION**





# AGENDA

## WHEN:

INITIAL PLACEMENT IN ANOTHER REGION

WAIVER INDIVIDUAL MOVING TO ANOTHER

REGION WITH EVEN WITH THEIR FAMILY

ENTERING INTO RESIDENTIAL FOR THE 1ST

TIME

**ANYTIME AN INDIVIDUAL MOVES TO**

**ANOTHER CLA HOME EVEN WITH THE**

**SAME PROVIDER**



# WHO COMPLETES THE CHANGE OF LOCATION REQUEST

- ✍ The Support coordinator completes the request **after** they have permission from the region to use the home in question and Medicaid # is Confirmed
- ✍ The provider Agency is responsible for requesting the preplacement site visit and confirming that training and nursing protocols are in place. Also, for working with support coordination to assure all services are assigned.
- ✍ House mate matching form should accompany the PPSV if needed.
- ✍ The provider completes form regarding current housemates and the support coordinator for the individual requesting to move in.  
**Be honest.**



# Where do the forms go

THE COL FORMS ARE SENT BY SUPPORT COORDINATION TO THE CURRENT REGIONAL OFFICE ALSO TRAINING AND HOUSE MATE MATCHING

THE PREPLACEMENT SITE VISIT FORMS ARE SENT BY THE PROVIDER AGENCY TO THE RECEIVING REGIONAL OFFICE

COPYING PROVIDERS AND SC AGENCIES AS WELL AS BOTH REGIONS CAN ASSURE COMMUNICATION

THE SC AGENCY IS RESPONSIBLE FOR SENDING ALL FORMS EXCEPT THE PPSV REQUEST TO THE CURRENT REGION

## Region to Region Transfer Boxes

- Transfers, Region1RTR  
Region1RTR.Transfers@dbhdd.ga.gov
- transfers,  
region2rtr region2rtr.transfers@Dbhdd.ga.gov
- Region3RTR Transfers  
region3rtr.transfers@dbhdd.ga.gov
- Transfers, Region4RTR  
Region4RTR.Transfers@dbhdd.ga.gov
- Transfers, Region 5  
Region5RTR.Transfers@dbhdd.ga.gov
- Transfers, Region6RTR  
Region6RTR.Transfers@dbhdd.ga.gov

## PPSV Mailboxes

- R1, Preplacementvisit  
preplacementvisit.r1@dbhdd.ga.gov
- R2, Preplacementvisit  
preplacementvisit.r2@dbhdd.ga.gov
- R3, Preplacementvisit  
preplacementvisit.r3@dbhdd.ga.gov
- R4, Preplacementvisit  
preplacementvisit.r4@dbhdd.ga.gov
- R5, Preplacementvisit  
preplacementvisit.r5@dbhdd.ga.gov
- R6, Preplacementvisit  
preplacementvisit.r6@dbhdd.ga.gov



## What happens next

- The receiving region ( which can also be the current region) will have someone to complete the pre-placement site visit.
- Will notify the region that the visit is approved or needs corrections
- The **point person ( know who this person is)** for CHANGE of LOCATION at the region will assure everything needed has been submitted and will communicate with the sending region that everything is in place.
- The sending region will approve the move and ask for approval from the receiving region.
- SC is notified when BOTH regions approve the move.

# **WHY**

**LEADERSHIP AT THE STATE AND REGIONAL OFFICES HAS MADE EVERY EFFORT TO SUPPORT INDIVIDUAL'S NEEDS WITH THE BEST AVAILABLE OPTIONS.**

**TO SUPPORT CHOICE AS WELL AS HEALTH AND SAFETY**

**REGIONAL STAFF ARE OFTEN AWARE OF ISSUES OR CONCERNS WITH A PROVIDER OR PARTICULAR HOME THAT MAY BE A BARRIER TO BEST SERVICES FOR A PARTICULAR INDIVIDUAL.**

**COMMUNICATING WITH THE REGION PRIOR TO OFFERING THE HOME AS A CHOICE HELPS ALLEVIATE HAVING TO RESCIND A CHOICE.**

**PRE-PLACEMENT SITE VISITS PROVIDE AN OPPORTUNITY TO MITIGATE RISKS, ASSURING THE HOME CAN ACCOMODATE THE NEEDS OF THE INDIVIDUAL**

**FINALLY, THE DOCUMENTATION PROVES THAT THE PROCESS WAS PLANNED AND COMMUNICATED WITH ALL PARTIES.**

# **WHY**

# **WHY**

# IN THE EVENT OF AN URGENT MOVE



**WE UNDERSTAND THE NEED FOR AN URGENT OR EMERGENCY MOVE**

**STILL ALL DOCUMENTS AND PROTOCOL MUST FOLLOW WITHIN DAYS OF THE MOVE**

**FOR THE VERSION CHANGE TO BE COMPLETED AND THE UPDATED PROVIDER TO BE ON THE PA, THE REQUIRED DOCUMENTS MUST BE SUBMITTED**

# OHW Updates

**Shannon Smith, RN, MS**

Director, Office of Health and Wellness

**Karen Cawthon, Project Manager**

Office of Health & Wellness, Division of Disabilities

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**D·B·H·D·D**

Georgia  
Department of  
Behavioral Health  
& Developmental  
Disabilities



# OHW Nursing Service Orientation Trainings

This training will be offered to new nursing service providers. OHW will reach out to the new nursing service providers to schedule training.

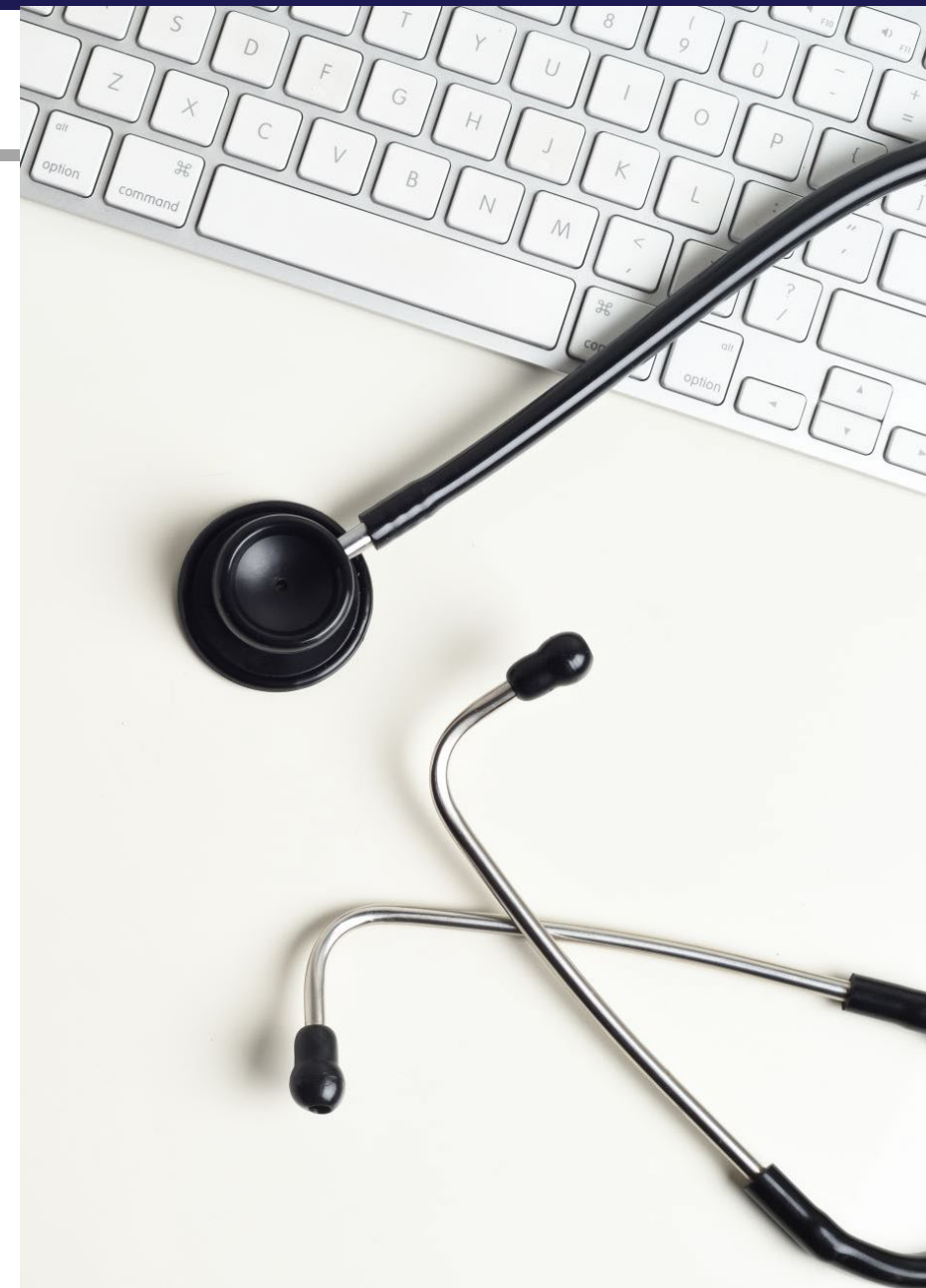
Topics will include but not limited to the following:

- Nursing Chapters in NOW/COMP Waiver Manuals
- DBHDD Policies:
  - RN Oversight
  - Healthcare Plan Policy
  - Bowel, Aspiration/Choking, and Seizure Policies
- Provider Manual: D. Medication Management
- Referrals and Billing



# DBHDD Policies

- Healthcare Plan Policy 02-266
- Risk Mitigation Policy 02-807
- These policies are being updated and will be published soon.
- Core Elements for both policies will still be included in these policies.
- Although utilizing the HRST Healthcare Plans in the HRST system is not mandatory, the training on how to complete the healthcare plans are a valuable resource. OHW encourages providers to complete this training to provide insight to developing healthcare plans.



# Elements of a Risk Mitigation Document:

**Date of creation**

**Date of any applicable updates to the document**

**Individualized demographic information**

**Allergies or No Known Allergies (NKA)**

**Statement and description of known condition, risks, and diagnoses**

**Any applicable individualized action steps to be taken when needed**

**Communication Plan**

**Contact details for primary caregiver and responsible parties**

# Elements of a Healthcare Plan:

Elements
Demographic Information
Effective Date
Diagnosis
Description of Symptoms of Exacerbation of Condition
Nursing Diagnoses
Goals and Objectives (Standards of Care)
Interventions
Documentation and Location
Evaluation of Progress
Signature of RN

# HRST Provider Healthcare Plans eLearn Course

The screenshot shows the HRST user interface. At the top, there are logos for HRST (Health Risk Screening Tool) and DBHDD, along with 'GA TEST'. A navigation bar includes 'Dashboard', 'Messages', 'New', 'Persons Served', 'Providers', 'Users', 'Case Management', 'Nursing', 'Reports', and 'Help'. A user profile section shows 'Logged in as Karen State DBHDD' with a 'Log out' button. Below this is a breadcrumb trail: 'USERS > USER DETAILS FOR KAREN STATE'. The main heading is 'User Details for Karen State'. There are four tabs: 'Details', 'Notifications', 'Trainings' (which is selected and highlighted in green), and 'Roles'. Below the tabs is a section titled 'Available Courses' with a green plus sign icon. A tooltip box says 'Click the green plus sign to see the course description'. A table lists available courses:

Course Name	Duration	Role	Action
Person Centered Thinking	03:11:17	DD HH Nurse Care Manager	Request
Provider Healthcare Plan Training	00:22:19	HCP Editor	Request

A red arrow points to the 'Request' button for the 'Provider Healthcare Plan Training' course. Another red arrow points to the 'Log out' button in the top right corner.

**RN Users can request the Provider Healthcare Plans Training under Training Tab by clicking on Page 2.**

# Office of Health & Wellness Provider Announcements





## **NEW eLearn Courses in 2025**

### **Available Now In Relias**

- **Dangerous Mealtime Practices for Support Coordination/ISC/SSC**
- **Diet and Mealtime Planning for IDD Provider Agency Staff**
- **Proper Maintenance of Specialized Medical Equipment**



- **Best Practices For Communicating and Understanding People with IDD**
- **Recognizing and Responding to Signs of Pain in People with IDD**
- **Polypharmacy Dynamics in People with IDD**



# Dangerous Mealtime Practices for Support Coordination/ISC/SSC

## Course Description

One of the main categories of responsibility of Support Coordination is the oversight of health and safety. To accomplish this, Support Coordinators often conduct in-person visits with those on their caseload during mealtimes or in environments where the person can be observed eating. Support Coordinators must understand the dangers that many with IDD face when it comes to eating, no matter *how* the person consumes food. It is also vital that Support Coordinators understand how improper mealtime practices can predispose the person to higher levels of risk so that they can advocate on the person's behalf.

## Primary Focus of the Course

Support Coordinators may not understand the dangers associated with eating or improper mealtime practices. This course will focus on training Support Coordinators on the "dangerous dozen," common improper mealtime practices that may have life-threatening consequences for the person, and how to respond when these are observed. This course will sharpen the skills of Support Coordinators to recognize, refer, and act to help make sure people have safe and enjoyable mealtime experiences.



# Diet and Mealtime Planning for IDD Provider Agency Staff

Provider Direct Support Staff and other staff often select, purchase, cook foods, and meals that align with special or prescribed diets. This can be a challenge, and balancing nutrition can be overwhelming. Provider staff need a better understanding of some of the more common diagnoses that may require special meal planning. Staff also should have a basic understanding of protein, carbs, and fats to better help others choose healthier food options. Knowing how to read food labels, why certain macronutrients can be a problem for some people, and how to balance all these are a vital part of supporting others. Additionally, basic food prep methods to maximize nutritional intake can directly enhance staff's confidence and the person's quality of life. Staff trained in this subject matter are more likely to help the person avoid unnecessary medical issues related to improper food selection and prep that may be contrary to a prescribed diet triggered by a diagnosis.

## Primary Focus of the Course

- 1. Common diagnoses that may require special diets or specialized meal planning.
- 2. How to read food labels.
- 3. How to choose food based on macro-nutrient density.
- 4. How to properly plan and prepare specialized meals.
- 5. How to better meal plan and create menus.





# Proper Maintenance of Specialized Medical Equipment for Provider & Support Coordination Staff

## Course Description

People with IDD and other related diagnoses/conditions often use specialized medical equipment. To ensure longevity of the equipment and minimize injury due to lack of proper maintenance, both Providers and Support Coordinators should have a basic understanding of how to maintain this equipment.

## Primary Focus of the Course

- To train provider staff on:
  - 1. How to properly clean select pieces of equipment
  - 2. How to prevent unnecessary injury due to improper or lack of equipment maintenance
  - 3. How to extend the lifespan of the equipment by proper care and cleaning
  - 4. How to spot equipment issues, improper use, or lack of care and respond appropriately
  - 5. Following basic manufacturer guidelines on the correct use and care of equipment
  - 6. Know simple steps of when and how to contact the equipment manufacturer



# DBHDD Relias

To access the Relias Library - Email a request to:

[Relias.admin@dbhdd.ga.gov](mailto:Relias.admin@dbhdd.ga.gov)

You will need to assign a Training Contact. They will be the main contact of the library and will receive the permissions to make/edit users, assign training, etc.

Have access issues or questions?

Email: [Relias.admin@dbhdd.ga.gov](mailto:Relias.admin@dbhdd.ga.gov)



# Enteral Nutrition Training Course

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***This course is about supporting individuals with enteral tube feeding and nutrition.***

**Presented By: Cyndi Berenguer,  
OHW ICST Registered Dietitian/Nutritionist &  
Bobbie Davidson, OHW RN Consultant**

**To request 2025 Training Information please email Karen Cawthon:  
[karen.cawthon@dbhdd.ga.gov](mailto:karen.cawthon@dbhdd.ga.gov)**

# Investigation Trends and Correcting Deficient Practices

## Office of Investigations

**Terri Kight**, Director

**Fran Perrault-Strong**, Manager, Death and Behavioral Health Investigations

**Allison Cottew**, Manager, Special Investigations and Corrective Action Plans

**Julie Steinbeck**, Manager, DD Abuse/Neglect/Exploitation Investigations



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& Developmental  
Disabilities

**DD Provider Meeting**  
**March 2025**

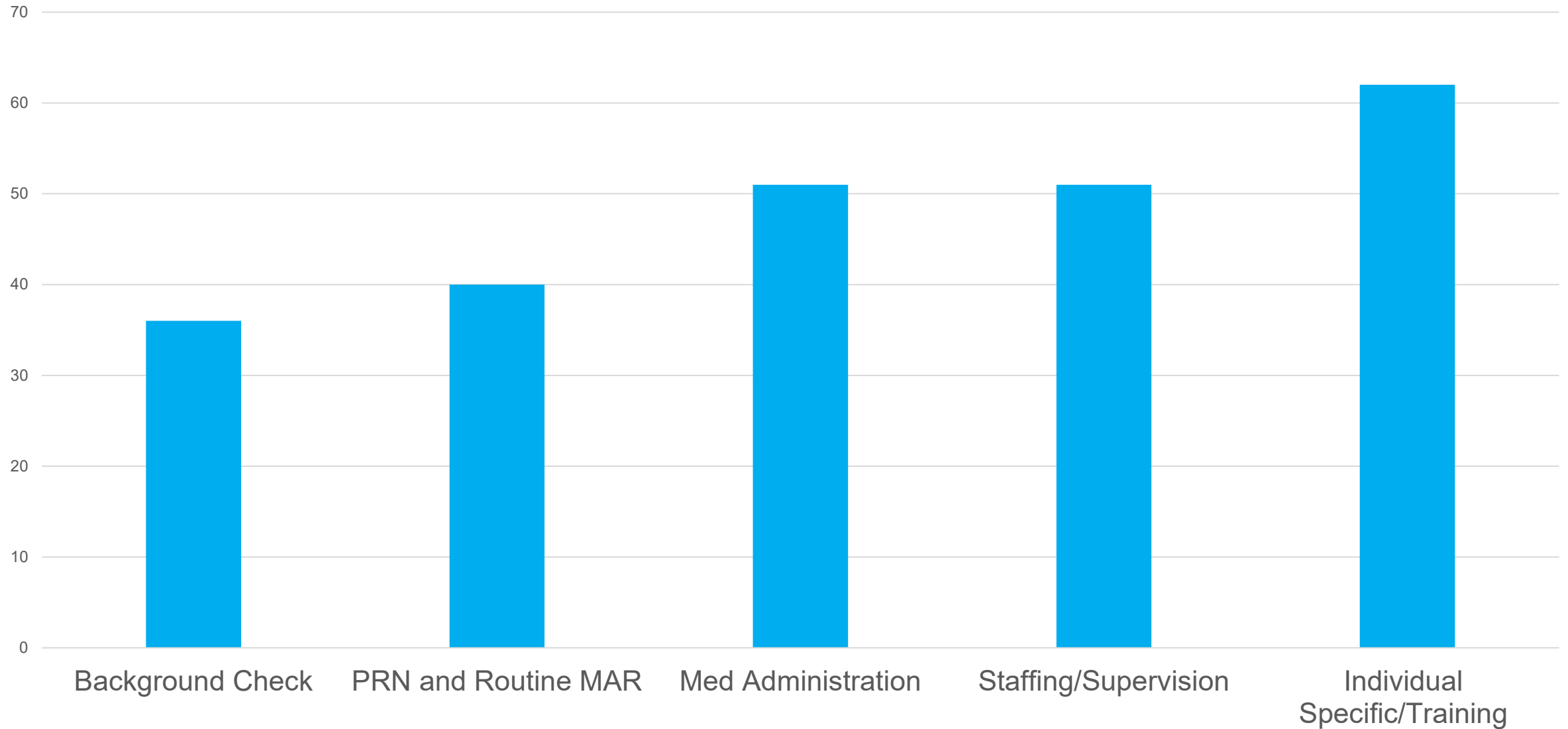
# Agenda:

- 2024 Investigation Deficient Practice Trends
- 5 Big Questions
- Corrective Action Plans

# Top Death Investigation Criteria Citations



# Top ANE Investigation Criteria Citations



## Example Deficient Practice:

Provider failed to develop and implement Healthcare Plans (HCPs) to address an individual's risks.

### **As evidenced by:**

- Healthcare plans recommended by DBHDD Nursing Assessment were not completed
- The individual's constipation HCP stated to encourage to drink fluids when individual was not to take anything by mouth
- Seizure, skin integrity, and hypertension tracking was not completed



# 5 **BIG** Questions

Was there a better way to **RECOGNIZE** the issue?

Was there a better way to **PLAN**?

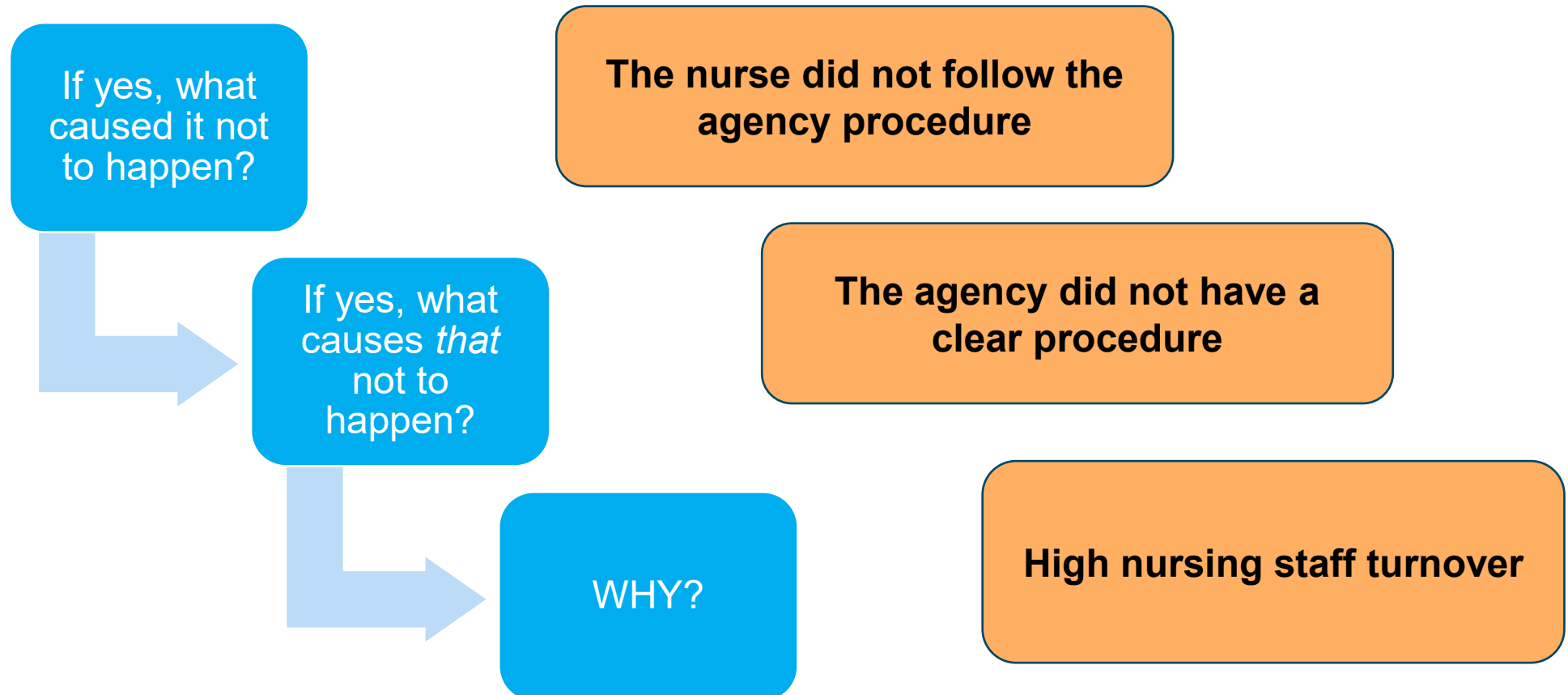
Was there a better way to **ACT**?

Was there a better way to **COMMUNICATE**?

Was there a better way to **MANAGE**?

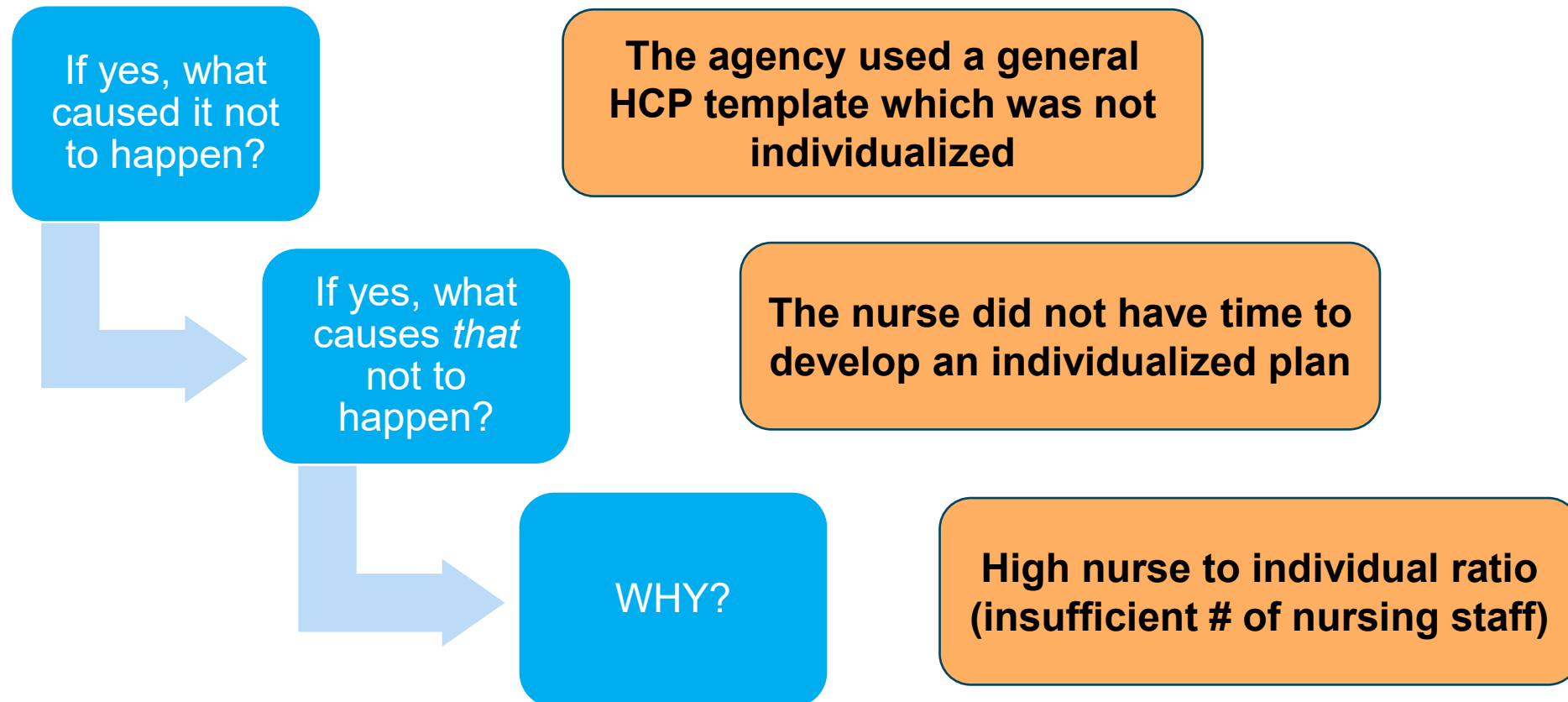
# Was there a better way to **RECOGNIZE** the issue?

Is there evidence that a risk was not identified in time to take preventive action?



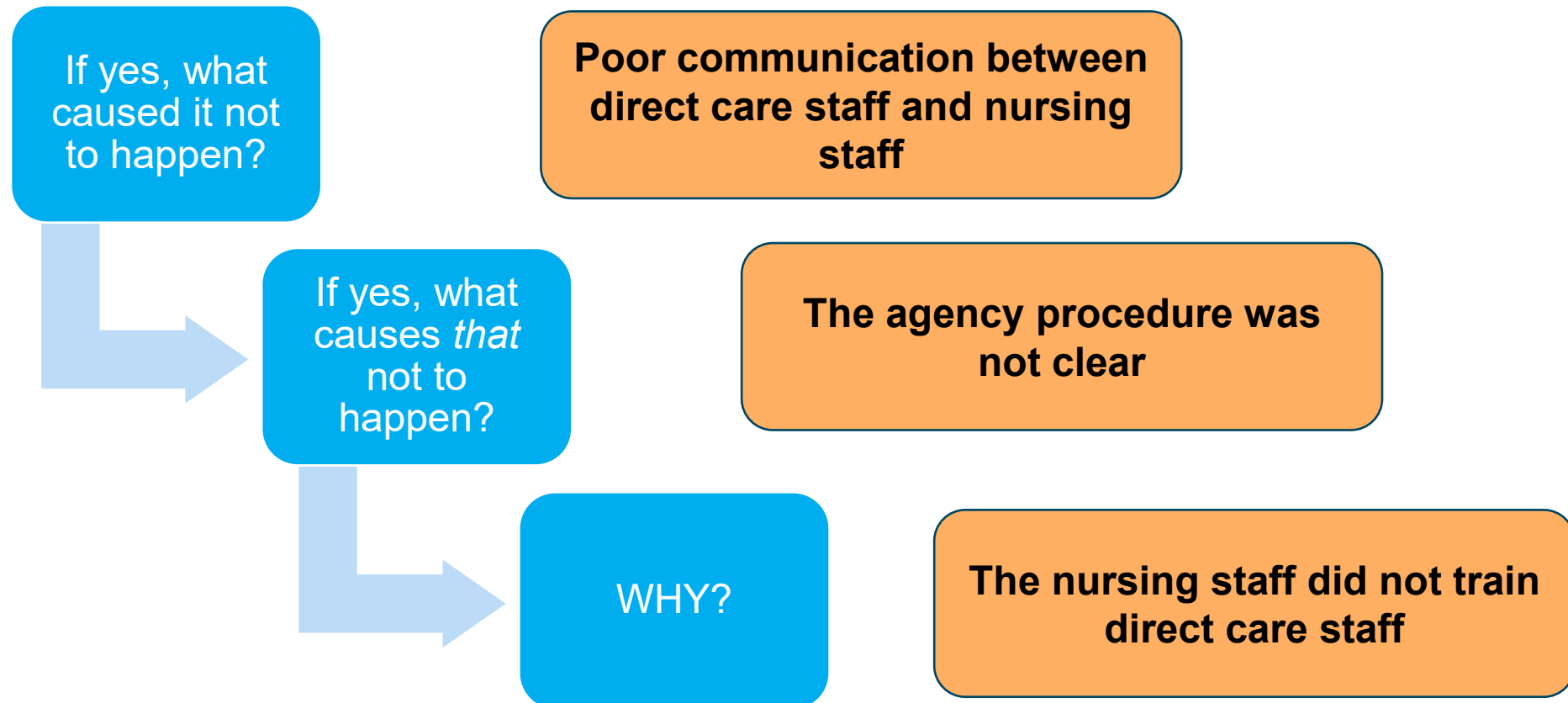
# Was there a better way to **PLAN**?

Is there evidence that a risk was identified but not adequately addressed in the individual's care and support?



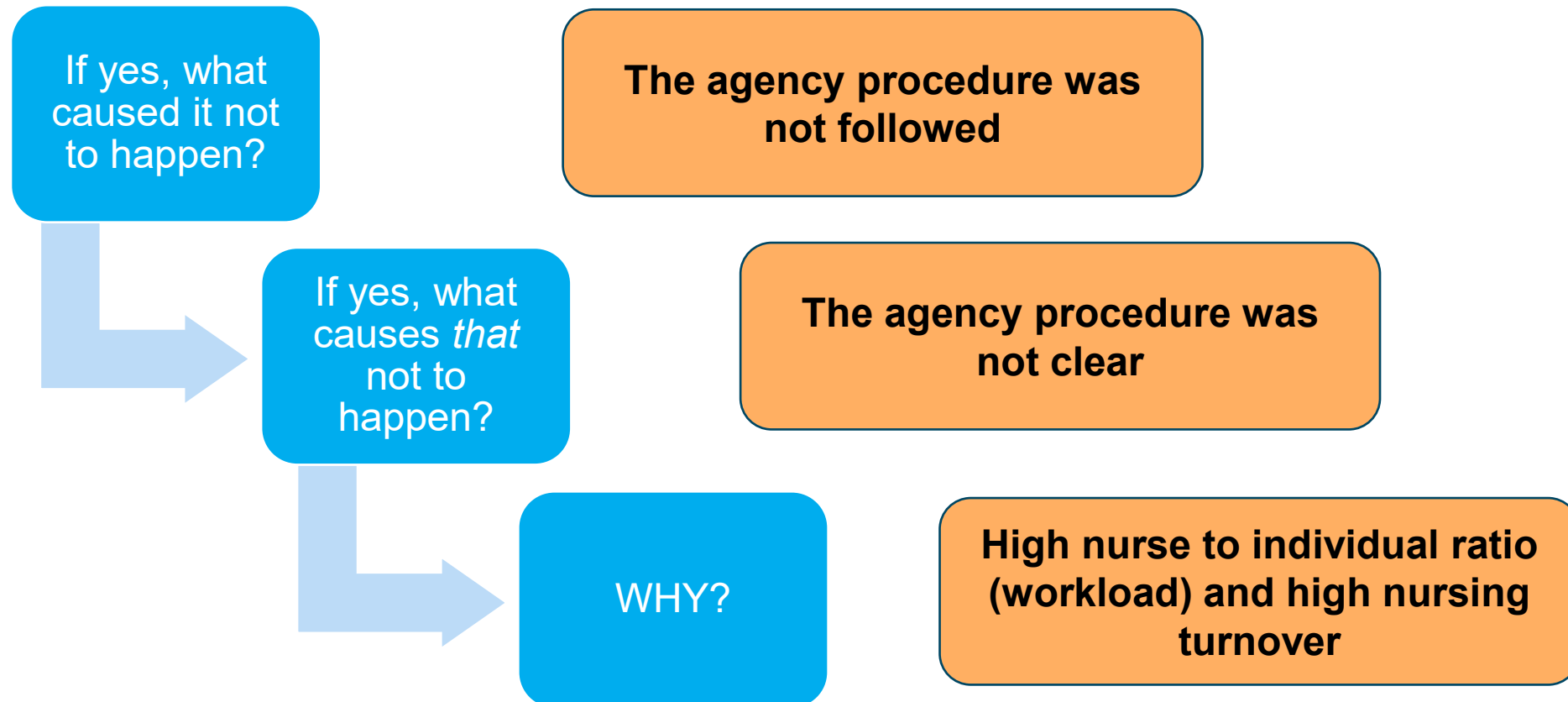
# Was there a better way to **ACT**?

Is there evidence that an intervention or care, service or support action could have prevented the risk to the individual from taking place?



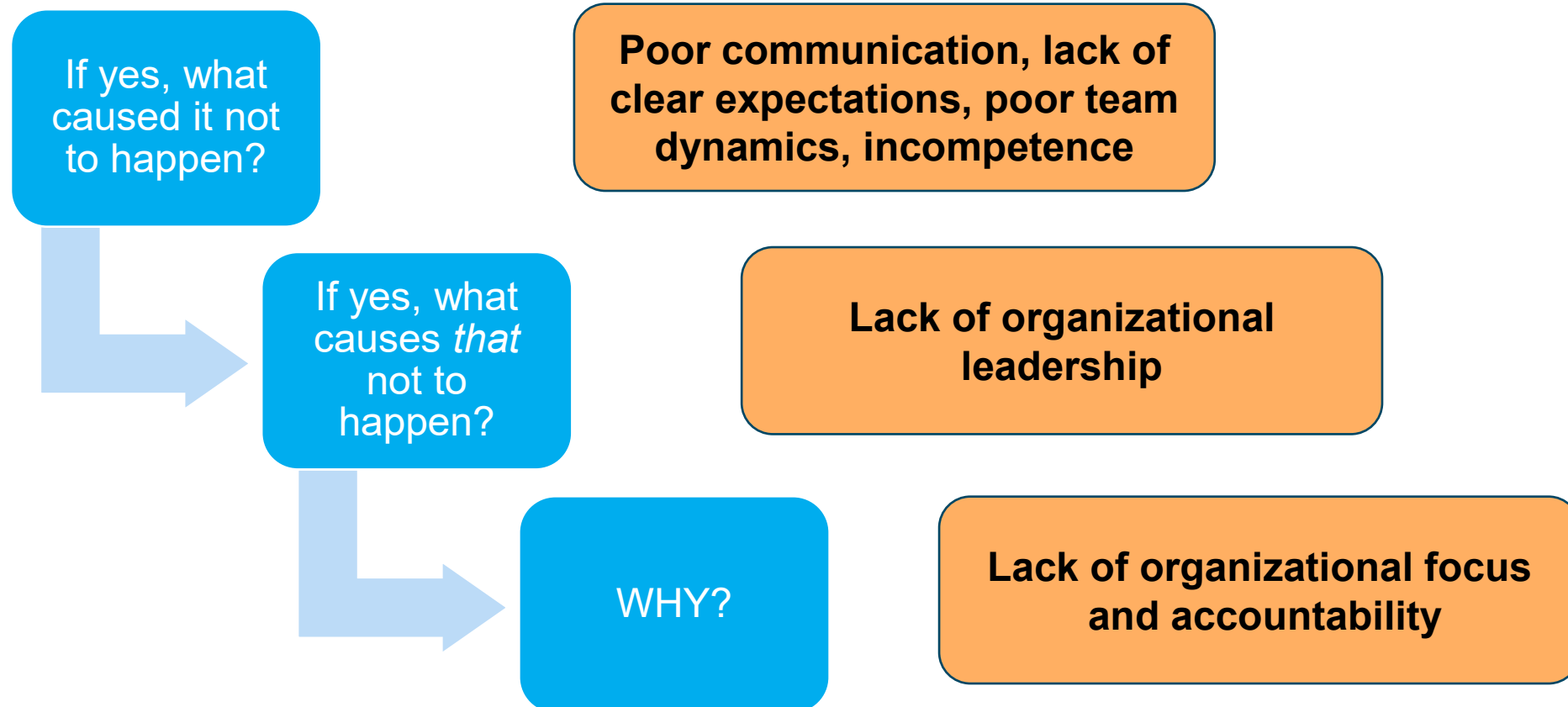
# Was there a better way to COMMUNICATE?

Is there evidence that inadequate or poor communication may have contributed to risk to the individual?



# Was there a better way to **MANAGE**?

Were there other issues related to inadequate documentation, supervision, hiring, training, staffing levels, policy, organizational leadership, accountability, etc.?



**Now that you have the why...**



# What is needed to assure this does not happen the next time?

## Individual Quality Improvement

How might services have been improved for this individual?

## Location Quality Improvement

How might services be improved for others at this location?

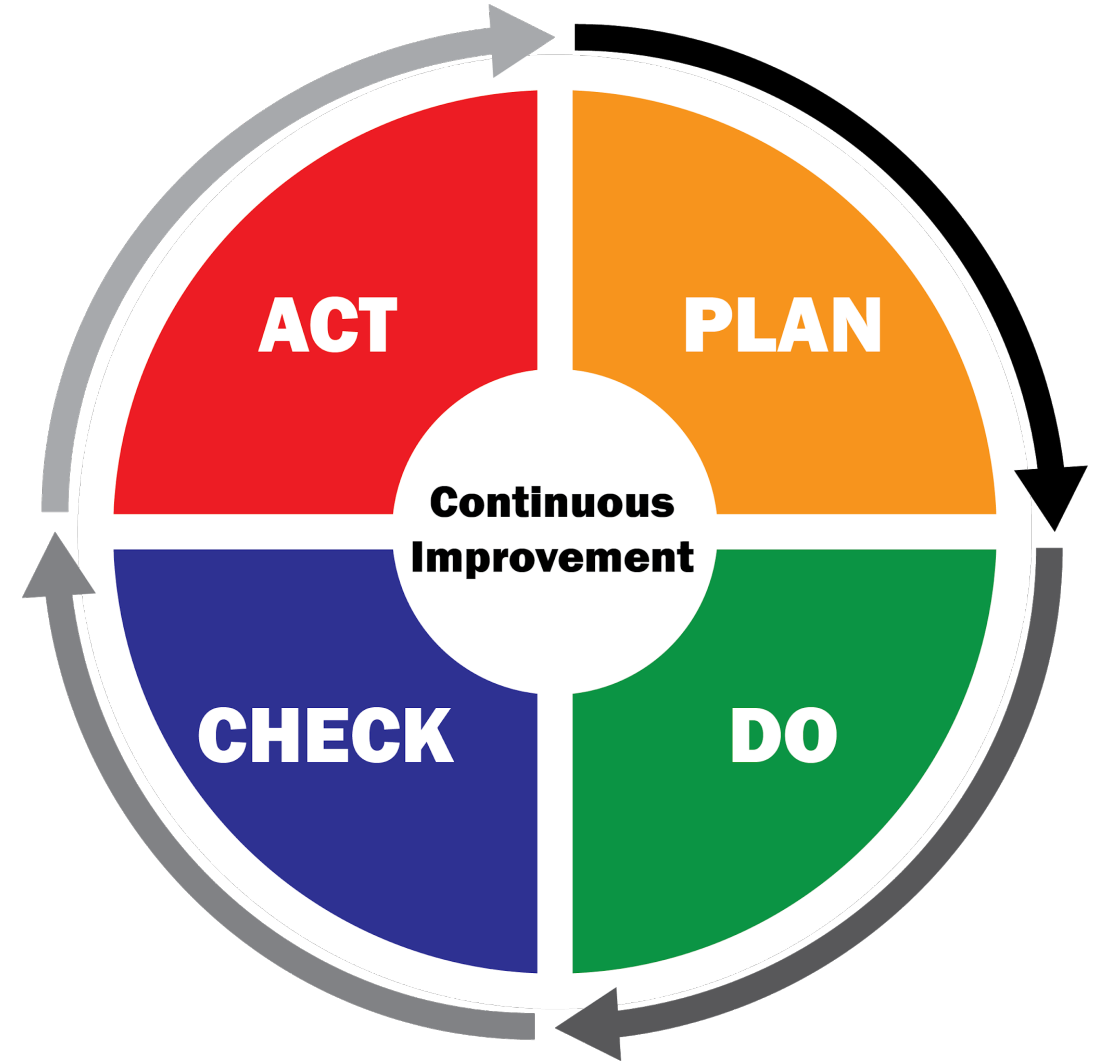
## System Quality Improvement

How can we use this process to improve the whole system of supports?



# The Corrective Action Plan

- **HOW** will you improve the quality of care?
- **WHERE** will corrective actions occur (individual, location, or system)?
- **WHO** needs to do **WHAT** to accomplish this?
- **WHEN** will these actions be accomplished?



## Contact Us:

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[DBHDDinvestigations@dbhdd.ga.gov](mailto:DBHDDinvestigations@dbhdd.ga.gov)

[CAP.request@dbhdd.ga.gov](mailto:CAP.request@dbhdd.ga.gov)

# Statewide Services with Georgia Uplift

## Georgia Uplift

Michelle Maxwell - South

Andrea Cook - Central

Yuli Fernandez - North



**D·B·H·D·D**

Georgia  
Department of  
Behavioral Health  
& Developmental  
Disabilities

# INTRODUCING GEORGIA UPLIFT



*Working Together Toward a More Stable DSP Workforce in Georgia*

**Empowering You Today = A Better Tomorrow**



**GEORGIA UPLIFT**  
helps you build on  
the stability, support  
and success you  
want and deserve  
for your life  
and work.





# MISSION

- A Path to Stability and Success for Direct Support Professionals
- A Stronger Workforce for Georgia's IDD Sector Organizations by increasing job retention

Your Georgia Uplift Success Coach is here to help you navigate everyday challenges so that you and your family experience greater **stability**, **support** and **success**.

## OUR MISSION TOGETHER

## GEORGIA UPLIFT INTRODUCTION



**GEORGIA  
UPLIFT**  
Empowering You Today  
= A Better Tomorrow

# 3 SUCCESS COACHES

**Regions 2 and 6**



**Andrea Cooke**

**Regions 1 and 3**



**Yuli Fernandez**

**Regions 4 and 5**



**Michelle Maxwell**





# 9 CATEGORIES

- 1 Child Needs
- 2 Family Needs
- 3 Finances
- 4 Food Assistance
- 5 Health
- 6 Housing
- 7 Transportation
- 8 Trauma
- 9 Education



*Working Together Toward a More Stable DSP Workforce in Georgia*

**9 CATEGORIES OF SUPPORT**

**GEORGIA UPLIFT INTRODUCTION**



# HOW TO ENGAGE



- 1
- 2
- 3

- Referral Form on [georgiauplift.org](http://georgiauplift.org) Website
- Referral from Supervisor or Human Resources
- Self-Referral by Direct Support Professionals

Request Communication Materials & Share with DSPs

*Working Together Toward a More Stable DSP Workforce in Georgia*

HOW TO ENGAGE

GEORGIA UPLIFT INTRODUCTION



# QUESTIONS? THANK YOU



*Working Together Toward a More Stable DSP Workforce in Georgia*

**Empowering You Today = A Better Tomorrow**



“

**GEORGIA UPLIFT**  
helps you build on  
the stability, support  
and success you  
want and deserve  
for your life  
and work.

”



# CheckPT for Background Checks

**Jennifer Rybak-Gibbons, MA, HLB**

Director, Office of Incident Management and Compliance

**Keisha Davis, PsyD, LMSW, MBA**

Assistant Director,

Office of Incident Management and Compliance

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**D·B·H·D·D**

Georgia  
Department of  
Behavioral Health  
& Developmental  
Disabilities

# CheckPT

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- CheckPT is DBHDD's new background check application that went live on January 21, 2025
- It is integrated with GBI's GAPs application, Idemia, and will provide improved communication, access, and visibility for providers and applicants going through the DBHDD background check process

# Benefits of CheckPT

No Registration Forms

Faster approvals for applicant to be fingerprinted

Improved status visibility

Simplified system

Ability to create and manage own user accounts

Roster of current employees

Automatic notifications

# CheckPT and Idemia Access

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- Providers have two different GAC numbers, one from DBHDD and one from Fieldprint
- The DBHDD GAC# is needed for your initial provider administrator registration in **CheckPT**. This number is also known as your Carelon ID or Provider ID
- The Fieldprint GAC# will be needed to set up billing in **Idemia**

# CheckPT Access

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- Providers must have one administrator register their agency in CheckPT to gain access to the system
- You will need your Carelon ID (also known as your Provider ID) for this initial registration
- If you do not know your Carelon ID, email Provider Relations at [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov)
- Additional CheckPT users will be created by this first administrator

# Idemia

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- Idemia has different sections:
  - CARES – *Only* used by DBHDD for reviewing background check results
  - Agency Management Portal (AMP) – *Only* used by Providers for billing
  - IdentoGo – used by Applicants for scheduling appointments

# Idemia Account Set-up

- If you do not have login credentials for the billing portal in Idemia, email Provider Relations at [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov)
- Include your agency's legal name as it appeared in Fieldprint, your agency's Fieldprint GAP or GAC#, the names of people who need access to billing in Idemia, and their email addresses
- Your Fieldprint GAC number is also known as the Requesting Agency ID used in Fieldprint
- You can find this number by logging into your agency Fieldprint account and clicking on MyTools
- Do not use your Carelon/Provider ID



# Who is responsible for what?

## Provider Responsibilities

- Give applicants agency payment code
- Approve applications in CheckPT
- Assist applicants through the process
- Conduct registry checks
- View determinations and make hiring decisions in CheckPT
- Roster mgt
- User Account mgt

## Applicant Responsibilities

- Register for CheckPT account
- Create Application in CheckPT
- Schedule appointment in IdentoGo
- Respond quickly to emails from DBHDD

## DBHDD Responsibilities

- Review record and make eligibility determinations
- Request additional information from applicant when needed

# Web sites for Background Checks

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- CheckPT: <https://dbhddcheckpt.com>
- Idemia Agency Management Portal (AMP) website for billing purposes only:  
<https://agency.ga.state.identogo.com/login/>
- Idemia Identogo website for applicant appointment scheduling: <https://gapreprod.ue.state.identogo.com/ata>

# User Guides and Training for CheckPT

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- User Guides and Training for CheckPT are available on [DBHDD University](#) and [DBHDD Background Policy & GAPS Information](#)

# Refunds through Fieldprint

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- Until March 31<sup>st</sup>, please direct all Fieldprint refund requests or other concerns to [gacustomerservice@myfieldprint.com](mailto:gacustomerservice@myfieldprint.com)
- Beginning April 1<sup>st</sup>, please direct all Fieldprint refund requests or other concerns to [customerservice@fieldprint.com](mailto:customerservice@fieldprint.com)

# Roster Management

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- Providers will manage a Roster in CheckPT
- This is a list of all active employees you have hired through CheckPT
- When an applicant has an Eligible determination, and you hire them in CheckPT, they are added to your Roster
- When an employee leaves your agency, you will update the Roster indicating they have been separated and are no longer working for your agency
- You will verify your Roster every 60 days to ensure accuracy

# CHRIS

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- CHRIS will not be used for anyone going through CheckPT
- Current eligible employees **without** a break in service do not need to go through CheckPT
- We recommend that you download all eligibility letters from CHRIS **now** as it will be decommissioned in the fall

# How to Contact Us

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- New DBHDD Providers who need access to CheckPT or need Idemia billing set up - [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov)
- General CheckPT questions – [dbhdd.reg@dbhdd.ga.gov](mailto:dbhdd.reg@dbhdd.ga.gov)
- Applicants who need to provide additional information – [dbhdd-crs@dbhdd.ga.gov](mailto:dbhdd-crs@dbhdd.ga.gov)
- Idemia billing questions - [cares\\_t2@us.idemia.com](mailto:cares_t2@us.idemia.com)



# General Session Q/A







# BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities



D·B·H·D·D