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BEHAVIORAL HEALTH PROVIDER WELCOME PACKET

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

May 2026

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I. INTRODUCTION

1. Welcome from the Provider Relations Team



Georgia Department of Behavioral Health & Developmental Disabilities

Kevin Tanner, Commissioner

DBHDD

Office of Provider Relations

Dear New Behavioral Health Provider,

Welcome to the Department of Behavioral Health and Developmental Disabilities (DBHDD) Behavioral Health (BH) Provider Network. The purpose of this BH 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 mental health challenges and substance use disorders.

The “Introduction” section of this packet provides general information about DBHDD, such as our history, locations, and partners. The remaining sections offer an in-depth account of the many resources that a new provider will need. The “DBHDD” section will acquaint you with important and commonly used DBHDD platforms and policies. DBHDD works in close collaboration with the Georgia Collaborative ASO and the Georgia Department of Community Health to streamline provider enrollment and maintenance activities. The “Georgia Collaborative ASO” and the “Georgia Department of Community Health (DCH)” sections will introduce you to pertinent resources offered by our partners. Finally, the “Closing Remarks” section summarizes the information provided within this packet and offers a quick reference guide for future use.

As a new provider, we know that questions may 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 Inquiry Management System Plus (PIMS+) by [clicking here](#).

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

Thank you,

Your Provider Relations Team

2. DBHDD Vision & Mission

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.

3. 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). Additionally, 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. We also serve individuals on Medicaid and others with few resources or options.

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 and represented House District 9 in the Georgia House of Representatives for four legislative terms. During his legislative tenure, he sponsored the founding legislation for the Behavioral Health Reform and Innovation Commission and was later appointed by Governor Kemp to serve as its Chair. The commission played a pivotal role in the creation of the historic House Bill 1013, the Georgia Mental Health Parity Act. Commissioner Tanner brings 35 years of public service experience, with a deep understanding of Georgia's complex behavioral health continuum.

4. Our Organization

DBHDD is comprised of numerous divisions led by Commissioner Tanner. Programmatic Divisions include the Division of Behavioral Health, the Division of Developmental Disabilities, and the Division of Hospital Services. Additionally, DBHDD leads the Crisis System of Georgia, including Georgia's 988 rollout and the Georgia Crisis and Access Line

(GCAL). Information regarding these systems and the DBHDD Leadership Team can be found on the DBHDD website by [clicking here](#).

a) The Division of Behavioral Health

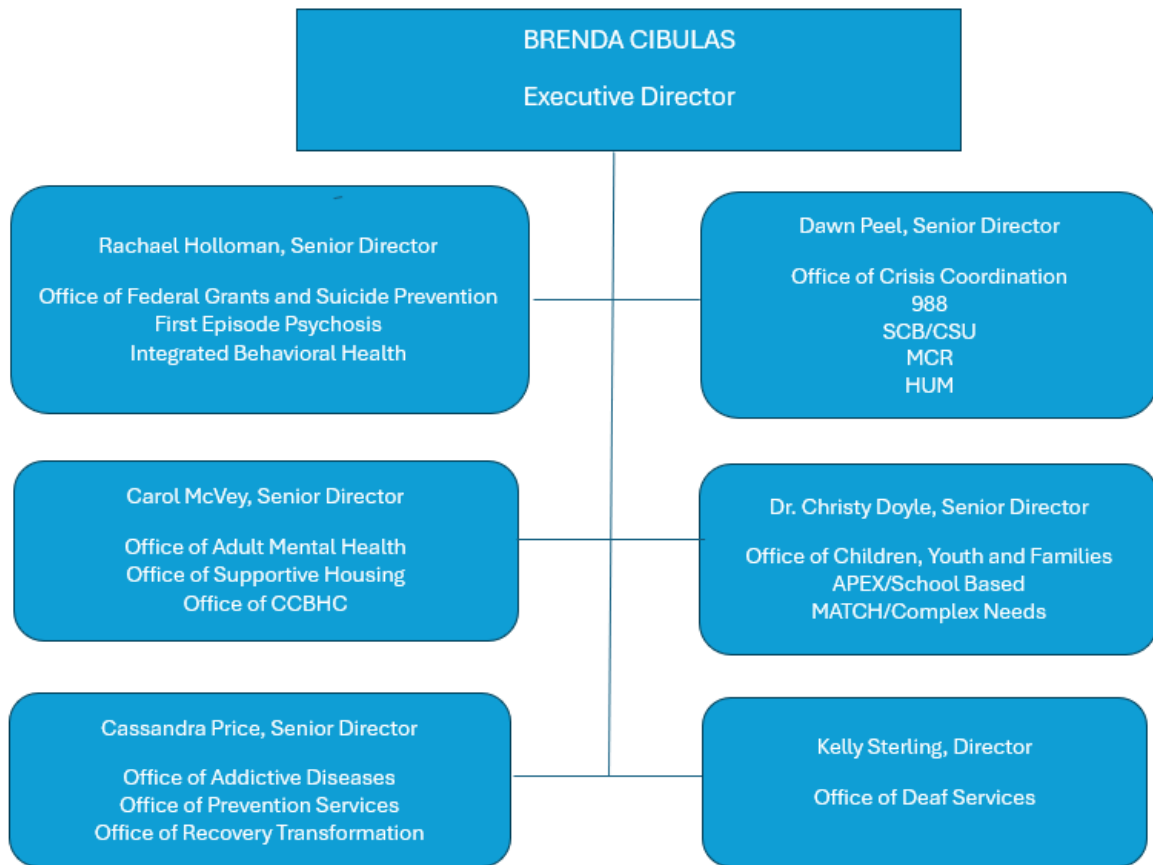
The Division of Behavioral Health manages programs and services delivered by DBHDD's community-based behavioral health providers, which are divided into three tiers:

- TIER 1: Comprehensive Community Providers are DBHDD's community service boards, which serve as the public safety net and offer a core benefit package, as well as additional specialty services.
- TIER 2: Community Medicaid Providers ensure choice for individuals receiving Medicaid and offer a core benefit package.
- TIER 3: Specialty Providers offer an array of specialty treatment and support needed in the continuum of care.

The division's goal is to build a recovery-oriented, community-based system of care, with the capacity to provide timely access to high-quality behavioral health treatment and support services. Recovery accepts that severe and persistent mental illness, substance use, and co-occurring disorders are long-term conditions that a person will be managing for life. This model signifies a shift from crisis-driven services to a prevention-focused continuum of care that provides sustained support, and is based on the strengths, wellness, and goals of the person in recovery.

The division also supports policy development, service planning, program development, budget development, workforce development (training), and external collaboration with stakeholders across the system of care.

The organizational chart within the Division of Behavioral Health is below:



Click [here](#) to access the Behavioral Health Services landing page on the DBHDD website.

b) 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).

Services are funded via state dollars and two types of Medicaid waivers, New Options Waiver (NOW) and Comprehensive Waiver (COMP). The waivers provide additional support for people who want to live at home or in other kinds 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.

Click [here](#) to access the Intellectual and Developmental Disabilities Services landing page on the DBHDD website.

As a Behavioral Health provider, if you require additional assistance with providing behavioral health services to an individual that has an intellectual and/or developmental disability, then we recommend reaching out to the Regional Field Office for additional guidance as needed.

c) The Division of Hospital Services

DBHDD operates five hospitals, located in Augusta, Columbus, Decatur, Milledgeville, and Savannah. The hospitals are a vital part of DBHDD's continuum of care, offering inpatient adult mental health and forensic services.

People in adult mental health services receive comprehensive psychiatric and psychosocial assessments from which an individual recovery plan is developed. Treatments include supportive psychotherapy, a comprehensive array of group therapies, and medication for the treatment of mental health conditions. When an individual is ready for discharge, hospital staff work with the individual's support network and DBHDD's network of community-based providers to facilitate continuity of care.

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

5. DBHDD State and Regional Field Offices

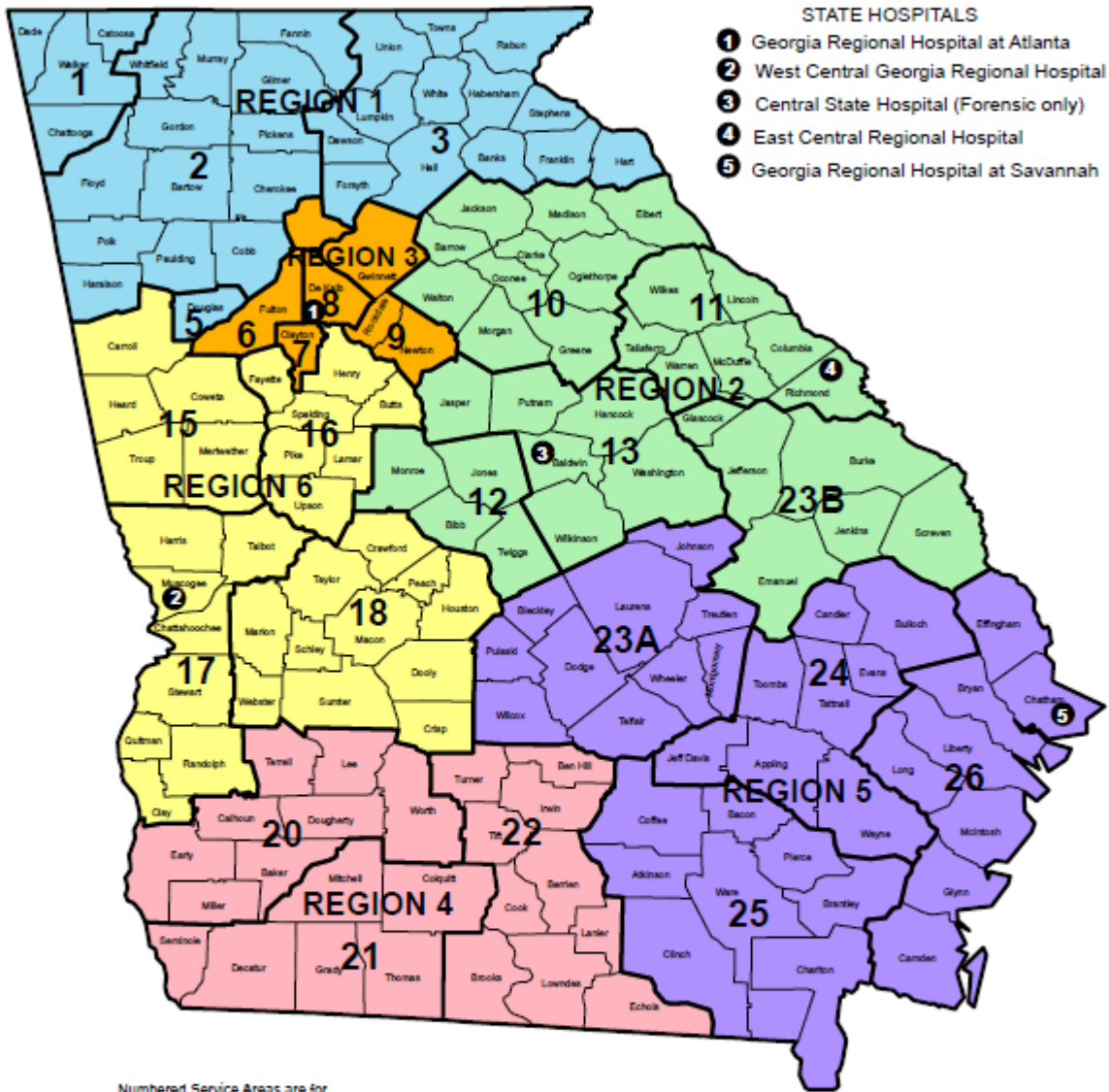
DBHDD's state office is in Atlanta, Georgia at 200 Piedmont Ave S.E., West Tower. DBHDD also has six Regional Field Offices (RFOs) located across the state. The DBHDD system of services is administered through those six (6) RFOs. These offices administer the community resources assigned to the region. Each RFO has a Regional Director in addition to a Behavioral Health (BH) Regional Services Administrator (RSA). Regional Community Collaborative (RCC) meetings are held in each Region on a regularly scheduled basis. The RSA in the Regional Field Office can provide more information regarding these meetings. RCC meetings are also advertised in the Provider Relations Newsletters.

To become familiar with the individuals in the local office, you may contact the RSA and schedule a meeting. Their contact information and the region's 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, which includes a link to an interactive map to locate your regional field office and contact information. For questions that relate to a specific individual that is receiving services, contact the Regional Field Office.

As part of our directive to be the state's safety net provider, we contract with 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.

Below 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



- STATE HOSPITALS**
- 1 Georgia Regional Hospital at Atlanta
 - 2 West Central Georgia Regional Hospital
 - 3 Central State Hospital (Forensic only)
 - 4 East Central Regional Hospital
 - 5 Georgia Regional Hospital at Savannah

Numbered Service Areas are for identification purposes only.



- | | | |
|---|--|---|
| 1 - Lookout Mountain Community Services | 10 - Advantage Behavioral Health Systems | 20 - Aspire BH & DO 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 |

6. 988 and Georgia Crisis and Access Line (GCAL)

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is the state-level agency responsible for overseeing and operating the 9-8-8 Suicide & Crisis Lifeline network in Georgia. The 988 Suicide & Crisis Lifeline provides immediate, anonymous support to anyone in emotional distress, not just those at immediate risk of suicide – whether you are supporting someone or are struggling yourself.

The 9-8-8 dialing code launched on July 16, 2022. When callers in Georgia dial 9-8-8, they are connected directly to a trained staff member with the Georgia Crisis and Access Line (GCAL). GCAL is operated by Carelon, a private-sector partner of DBHDD. GCAL provides telephonic crisis intervention, clinical triage, and referral for Georgians in need 24/7/365. Key functions of GCAL include:

- Provide telephonic intervention services and links individuals with urgent appointment services
- 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

Additional information regarding 988 and GCAL can be found by [clicking here](#).

7. Our Partners

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. DCH serves as the lead agency for Medicaid in Georgia and oversees the State Health Benefit Plan and Healthcare Facility Regulation Division (HFRD), impacting one in four Georgians.

DBHDD contracts with Carelon Behavioral Health as the Administrative Services Organization (ASO) to DBHDD and our provider 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 two partner companies: Carelon Behavioral Health and Qlarant. Additional information on the Georgia Collaborative ASO is detailed herein.

The later part of this packet 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.

II. DBHDD

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, DBHDD University, DBHDD PolicyStat, and more.

1. DBHDD Website

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 through the development of consistent, collaborative and predictable processes in support of a stable network, informed partners, strategic and data-driven decisions, and a customer-centric focus. The Office of Provider Relations strives to equip our network of providers with the right tools, services, resources and information to enable them to deliver high-quality services to the behavioral health and intellectual and developmental disabilities populations.

This office has a landing page on the DBHDD website that providers will find very helpful. Access the Provider Relations landing page [here](#) or simply select the “**For Providers**” tab on the DBHDD website.

b) Provider Inquiry Management System Plus (PIMS+)

The Provider Relations team aims to provide exceptional customer service while tracking and monitoring provider issues and how they are addressed. To support these efforts, DBHDD utilizes the Provider Inquiry Management System Plus (PIMS+).

PIMS+ is DBHDD’s modern, secure platform for submitting and managing inquiries for DBHDD-enrolled and contracted providers, licensed facilities, provider/licensing applicants, and other professional stakeholders. This system is an avenue for providers to utilize when there is a question they would like addressed by DBHDD, particularly regarding DBHDD policies, procedures, or expectations.

PIMS+ may be accessed from the Provider Relations landing page, as well as from the “**For Providers**” tab on the DBHDD website. PIMS can also be accessed from the [DBHDD homepage](#) by selecting “**Submit a Question to Provider Relations**” tile. It is recommended that the PIMS+ site be bookmarked for future use and to utilize it whenever

a question arises. Click [here](#) to access PIMS+. Additional instructions on creating a PIMS+ account, resetting your PIMS+ password, and more PIMS+ resources can be found by clicking [here](#).

c) Provider Relations Newsletters and Special Bulletins

The Provider Relations Team sends monthly newsletters and periodic special bulletins to our providers. We distribute the “Network News” newsletter on the 1st business day of the month, and the “Learning Corner” newsletter on the 15th or following business day of the month. Special Bulletins are distributed on an as-needed basis, as they contain vital information requiring immediate dissemination to the Provider Network.

Past newsletters and special bulletins are available on the DBHDD website by selecting “**Provider Relations Communications**” from the Provider Relations landing page and/or from the “**For Providers**” tab on the DBHDD website. Previous newsletters and special bulletins are also available on the PIMS+ landing page.

All new providers will be added to the Provider Relations email distribution list to receive DBHDD Provider Relations newsletters and special bulletins. For any staff within the agency that would like to receive these publications, they may send an email to the Provider Relations team directly at support@dbhddpims.zendesk.com.

d) Constituent Services

The DBHDD Office of Constituent Services serves as a point of contact for the people that our provider agencies serve and support, as well as their families, advocates, legislators, and the general public. The Office of Constituent Services is available 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 regarding Constituent Services can be found [here](#).

e) Provider Manual

The Provider Relations landing page has a direct link to the Provider Manual for Community Behavioral Health Providers. The Provider Manuals can be accessed [here](#).

Providers are responsible for reviewing the most current Provider Manual for Community Behavioral Health 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 provider policies, procedures, staffing, and documentation requirements for Behavioral Health Services.

f) Provider Toolkits

DBHDD offers Provider Toolkits to assist BH 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.

g) Training

DBHDD has a Training page which may be accessed by clicking [here](#). The Training webpage lists various training announcements, opportunities, and resources for our Provider Network.

h) DBHDD Licensure

Effective January 1, 2026, Georgia House Bill 584 transferred the licensing and oversight of several facility types from the Georgia Department of Community Health (DCH) to the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). The affected facility types include: Community Living Arrangement (CLA), Drug Abuse Treatment and Education Program (DATEP), Narcotic Treatment Program (NTP), and Adult Mental Health Residential Program (ARMHP). As such, DBHDD now provides oversight of licensure for CLA, DATEP, NTP, and ARMHP facility types.

Additional information regarding these facility licensure types, including forms, applications, rules and regulations, can be found on the DBHDD Licensure Information page which may be accessed by [clicking here](#), as well as by selecting “**Licensure Information**” from the “**For Providers**” tab on the DBHDD website.

Please note that DCH still maintains oversight of several other facility licensures. Additional information regarding DCH licensure can be found under the DCH Healthcare Facility Regulation Division (HFRD) section of this packet.

i) Background Check Information

DBHDD utilizes the CheckPT system to facilitate DBHDD background checks as required for DBHDD providers and/or applicable facility licensure. This packet will outline additional information regarding DBHDD’s background check policy and CheckPT in later sections. Please note that, in addition to the information which will be outlined in later sections, there are also resources available on the DBHDD website regarding background checks by [clicking here](#), or by clicking “**Background Policy & GAPS Information**” from the “**For Providers**” tab on DBHDD website. This webpage contains many helpful resources, such as a training webinar, user guides, an FAQ document, and more.

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, Needs Supportive Housing training, and more.

a) Relias Learning Management System (LMS)

The Relias Learning Management System content relates directly to the Department’s Provider Manual requirements for staff. DBHDD sets training requirements in the provider manuals, and because training is a requirement, we provide the Relias Learning Management System, or simply “Relias”, as a way to fulfill this obligation.

The DBHDD Relias site has 2 main libraries, set up to support either the Behavioral Health or the Developmental Disabilities side of the department. The DBHDD Relias training libraries contain online courses that were developed by both DBHDD and Relias for you to choose from. You are welcome to take any of the courses within your assigned library.

The Relias Learning Management System can be accessed from the DBHDD University “**For Providers**” webpage or by clicking [here](#).

This resource is free to DBHDD agencies. If your agency does not currently have access, and/or for any issues associated with Relias, please reach out to the DBHDD Relias team at Relias.admin@dbhdd.ga.gov.

b) Incident Management Image Training

DBHDD utilizes the Image platform to submit incident reports as outlined by DBHDD’s incident reporting policy, which is addressed further within the PolicyStat section of this packet. Image is available through the DBHDD Applications portal or by [clicking here](#). Image allows users to enter, track, modify and complete all incident reports.

DBHDD University offers Incident Management Image Training, which can be accessed from the DBHDD University “**For Providers**” webpage or by [clicking here](#). This training provides video modules and user aids which guide providers through the steps of accessing Image, creating an incident report, uploading documentation, and more.

For questions, feedback, or technical assistance regarding the Image platform, please email Image.App@dbhdd.ga.gov.

c) CheckPT

DBHDD utilizes the CheckPT platform to conduct DBHDD background checks. CheckPT can be accessed by [clicking here](#). We recommend that the hiring manager(s) for provider agencies bookmark the CheckPT webpage for future use, as all DBHDD background checks are processed through the CheckPT platform. DBHDD's background check policy and requirements are addressed further within the PolicyStat section of this packet.

DBHDD University offers CheckPT user guides and training modules which can be accessed from the DBHDD University "For Providers" webpage or by [clicking here](#). These resources guide providers through the steps of creating a CheckPT account, processing applications, maintaining staff roster, and more.

For questions or technical assistance related to the CheckPT platform, please email our Background Check Unit directly at dbhdd.reg@dbhdd.ga.gov.

3. PolicyStat

The DBHDD PolicyStat platform holds all applicable policies for DBHDD providers. 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. We recommend bookmarking the PolicyStat webpage for future use. 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**." This index outlines all available DBHDD policies, along with their corresponding policy number and indication of whether policy is applicable to our Provider Network.

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 and clinical abbreviations.

One other policy to note is the [Provider Manual for Community Behavioral Health Providers, 01-112](#) policy. This relates to the information mentioned previously in the DBHDD Provider Manual section.

a) Tiered Provider Network

DBHDD has developed a three-tiered provider network specific to Behavioral Health providers. More information pertaining to this network can be found in the DBHDD policy, [Community Behavioral Health Provider Network Structure, 01-199](#).

Associated policies for each tier are noted below along with, if applicable, appropriate standards, requirements, and Key Performance Indicators (KPIs):

- Tier 1: Comprehensive Community Providers (CCP) - [Comprehensive Community Provider \(CCP\) Standards for Georgia's Tier 1 Behavioral Health Safety Net, 01-200](#)
- Tier 2: Community Medicaid Providers (CMP) - [Community Medicaid Provider \(CMP\) Standards for Georgia's Tier 2 Behavioral Health Services, 01-230](#)
- Tier 3: Specialty Providers (SP) - offer an array of specialty treatment services and supports.

b) Key Performance Indicators

Both Tier 1 and Tier 2 Behavioral Health providers are required to follow all applicable policies associated with a Comprehensive Community Providers (CCP) or Community Medicaid Provider (CMP), as appropriate. Tier 1 and Tier 2 providers must complete a yearly Performance Monitoring Report of their compliance with the associated standards and key performance indicators (KPIs). A list of the applicable policies related to KPIs and required standards is attached to the appropriate policies noted above.

DBHDD reserves the right to take specific actions based upon compliance scores achieved in Performance Monitoring Reports (PMRs) by CCPs and CMPs. Failure to comply with any of the applicable CCP or CMP Standards is considered a deficiency. Scoring specifics and more information is outlined in DBHDD policy [Compliance Outcomes for DBHDD Behavioral Health Community Providers, 13-102](#).

c) 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](#). DBHDD has developed an online reporting system known as Image. Information on registering and accessing Image can be found in this policy, as well as within the Incident Management Image Training section of this packet.

d) 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 DBHDD Network Provider Applicants, 04-104](#), which is found on PolicyStat. Additional information and resources for getting set up with the CheckPT platform to conduct DBHDD

background checks is found within this policy, as well as within the CheckPT section of this packet.

4. 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. DBHDD offers deaf services for those requiring assistance to receive needed treatment.

Information pertaining to these services is available on the DBHDD website by hovering over the “**DBHDD Resources**” tab and selecting “**Deaf Services**” from the drop-down menu. This information can also be accessed by [clicking here](#). Additionally, please review the DBHDD policy [Accessibility of Community Behavioral Health Services for Individuals Who are Deaf and Hard of Hearing, 15-114](#) for additional information.

The DBHDD Office of Deaf Services can be reached directly at deafservices@dbhdd.ga.gov.

5. Letter of Agreement (LOA)

The Letter of Agreement (LOA) is an agreement between DBHDD and Behavioral Health 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 Procurements 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. Additional information regarding form submission to the ASO is addressed in the following section of this packet.

III. GEORGIA COLLABORATIVE ASO

The Georgia Collaborative Administrative Services Organization (ASO) assists 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 directly provides many of the functions of the ASO and subcontracts with Qlarant. 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 offers various resources to the DBHDD Provider Network, which can be found [here](#).

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 ASO webpage dedicated to those seeking services can be found [here](#).

1. ASO 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. The ASO Provider Relations team can be contacted at GaCollaborativePR@carelon.com.

2. ASO Provider Handbook

A review of the ASO Provider Handbook, available [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 may utilize the ASO via provider forms, ProviderConnect, GCAL, Quality Management, etc.

3. ASO Provider Forms

The ASO website contains various documents which must 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](#).

a) GA Medicaid Reactivation Request Form

If a Medicaid Provider number is not used for 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 four (4) months, for a total of 16 months of inactivity, DCH will terminate the Medicaid Provider number. Terminated Provider numbers cannot be reactivated; the provider will need to reapply.

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.

b) 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 ASO. **DO NOT SEND THE COMPLETED FORM TO HP ENTERPRISE SERVICES**, as the form states. The form can be emailed to GAEnrollment@carelon.com. This form cannot be handwritten; it must be typed.

c) Adding Services

Providers can add new services to their existing array of services. However, the provider must be an approved BH provider for at least one (1) year prior to adding new services. 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 “**BH Agency Existing Provider Application**” 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.

d) 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.

e) 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. 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](#).

New Providers will be reviewed onsite at least three times within the first two (2) years. Additionally, new providers will be reviewed approximately six (6) months from the initial date of billed services.

6. Contact Information

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

- GAEnrollment@carelon.com – This is for document submission only. Agencies can submit Applications, Change of Information forms, Medicaid Reactivation/Deactivation forms, Licenses, Insurances, and Staff Update forms to this email address.
- 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 – This is for any questions related to authorizations, trainings, etc. Submit denied authorization spreadsheets to this email address also.

IV. GEORGIA DEPARTMENT OF COMMUNITY HEALTH (DCH)

The Georgia Department of Community Health (DCH) is one of Georgia's four (4) 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). 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 (GAMMIS).

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 GAMMIS.

a) Gainwell Technologies

Gainwell Technologies (formerly known as DXC) is the fiscal agent for DCH. 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 and then selecting **"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 below for more guidance. It is important to note that your Gainwell Technologies representative can assist you with issues or questions regarding billing via GAMMIS.

b) Medicaid Provider Manuals

There are Provider manuals on GAMMIS 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 three specific manuals that an approved DBHDD BH provider should become familiar with:

1. *Part 1 Policies and Procedures for Medicaid/Peachcare for Kids*
2. *Community Behavioral Health Rehabilitation Services*
3. *Telehealth Guidance*

c) Provider Notices

Provider notices on the GAMMIS website are vitally important. These can be accessed on the GAMMIS website 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. Select “**ALL PROVIDER TYPES**” then click “**Search**” and all messages will appear.

2. Care Management Organizations (CMOs)

Effective June 1, 2006, the state implemented Georgia Families®, a managed care program through which healthcare services are delivered to members of Medicaid, PeachCare for Kids®, and Planning for Healthy Babies®, which serves approximately 1.3 million members.

DCH contracts with Care Management Organizations (CMOs) to provide benefits and services to Georgia Families® members. By providing a choice of health plans, Georgia Families® allows members to select a healthcare plan that fits their needs. Many Georgians that are eligible for Medicaid receive their insurance coverage through one of the CMOs. Any provider wishing to provide services to individuals with this type of coverage will need to enroll with each CMO directly. DBHDD is not able to provide guidance or assistance in this process, however, more information can be found [here](#).

3. Healthcare Facility Regulation Division (HFRD)

The Healthcare Facility Regulation Division (HFRD), a division of the Department of Community Health (DCH), is responsible for healthcare planning, licensing, certification, and oversight of various healthcare facilities and services in Georgia.

Effective January 1, 2026, Georgia House Bill 584 transferred the licensing and oversight of several facility types from the Georgia Department of Community Health (DCH) to the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). The affected facility types include: Community Living Arrangement (CLA), Drug Abuse Treatment and Education Program (DATEP), Narcotic Treatment Program (NTP), and Adult Mental Health Residential Program (ARMHP). As such, DBHDD now provides oversight of licensure for CLA, DATEP, NTP, and ARMHP facility types. Additional information regarding DBHDD Licensure can be found within the DBHDD Licensure section of this packet.

More information regarding DCH HFRD, such as the licenses they provide oversight for, available applications, rules and regulations, and more can be found [here](#).

V. CLOSING REMARKS

1. Thank you from the Provider Relations Team



Georgia Department of Behavioral Health &
Developmental Disabilities

Kevin Tanner, Commissioner

DBHDD

Office of Provider Relations

Dear New Behavioral Health Provider,

We hope you have found the information and resources within this packet helpful as you embark on this new journey of serving as a DBHDD Behavioral Health Provider. From community service boards to community Medicaid and specialty providers, your efforts help to build a recovery-oriented, community-based system of care, with the capacity to provide timely access to high-quality behavioral health treatment and support services.

To close out our Welcome Packet, we have included a Quick Reference Guide beginning on the following page. This guide is comprised of links and resources which have been presented throughout this packet, all consolidated in one central location for ease of future reference and use.

Please remember that if you have any questions, the Office of Provider Relations is here to help. You may contact the Office of Provider Relations through the Provider Inquiry Management System Plus (PIMS+). Again, this system is an avenue for Providers to utilize when there are questions which they would like answered by DBHDD. **Click [here](#) to access PIMS+**. Additionally, PIMS+ can also be accessed from the [DBHDD homepage](#) by selecting the “**Submit a Question to Provider Relations**” tile. We highly recommend bookmarking the PIMS+ site for future use.

Thank you for your commitment to serving those with mental health challenges and substance use disorders. We are happy to have you as part of the DBHDD Provider Network and wish you the best as you begin this new chapter of service delivery!

Thank you,

Your Provider Relations Team

2. Quick Reference Guide

Below we have organized pertinent resources into a Quick Reference Guide, so that you may access the links referenced throughout this packet in one concise location.

a) *DBHDD Resources*

1. DBHDD Website: <https://dbhdd.georgia.gov/>
2. Leadership Team: <https://dbhdd.georgia.gov/organization/be-informed/leadership-team>
3. Behavioral Health Services: <https://dbhdd.georgia.gov/be-dbhdd/be-supported>
4. Intellectual & Developmental Disabilities Services: <https://dbhdd.georgia.gov/be-dbhdd/be-compassionate>
5. Hospital Services: <https://dbhdd.georgia.gov/be-caring>
6. The Crisis System of Georgia: <https://dbhdd.georgia.gov/be-dbhdd/crisis-system-georgia>
7. Regional Field Offices: <https://dbhdd.georgia.gov/regional-field-offices>
8. CSB Locations: <https://dbhdd.georgia.gov/locations>
9. Map of all Locations: <https://dbhdd.georgia.gov/find-location>
10. Provider Relations: <https://dbhdd.georgia.gov/be-connected>
11. PIMS+: <https://dbhddpims.zendesk.com/hc/en-us>
12. PIMS+ Resources: <https://dbhdd.georgia.gov/be-connected/pims>
13. Constituent Services: <https://dbhdd.georgia.gov/how-do-i-contact-constituent-services>
14. Provider Manuals: <https://dbhdd.georgia.gov/be-connected/community-provider-manuals>
15. Provider Toolkit: <https://dbhdd.georgia.gov/provider-toolkit-0#toolsbhproviders>
16. Training: <https://dbhdd.georgia.gov/training>
17. DBHDD Licensure: <https://dbhdd.georgia.gov/be-connected/licensure-information>
18. Background Check Information: <https://dbhdd.georgia.gov/be-connected/background-policy-gaps-information>
19. DBHDD University: <https://www.dbhdduniversity.com/providers.html>
20. PolicyStat: <https://gadbhdd.policystat.com/>
21. Access to DBHDD Policies for Community Providers, 04-100: <https://gadbhdd.policystat.com/policy/20027007/latest/>
22. DBHDD Abbreviations and Acronyms, 04-112: <https://gadbhdd.policystat.com/policy/17762776/latest/>
23. Provider Manual for Community Behavioral Health Providers, 01-112: <https://gadbhdd.policystat.com/policy/19912654/latest/>
24. Community Behavioral Health Provider Network Structure, 01-199: <https://gadbhdd.policystat.com/policy/18444168/latest/>
25. Comprehensive Community Provider (CCP) Standards for Georgia's Tier 1 Behavioral Health Safety Net, 01-200: <https://gadbhdd.policystat.com/policy/18387848/latest/>
26. Community Medicaid Provider (CMP) Standards for Georgia's Tier 2 Behavioral Health Services, 01-230: <https://gadbhdd.policystat.com/policy/18388119/latest/>
27. Compliance Outcomes for DBHDD Behavioral Health Community Providers, 13-102: <https://gadbhdd.policystat.com/policy/2530974/latest/>
28. Reporting Deaths and Other Incidents in Community Services, 04-106: <https://gadbhdd.policystat.com/policy/19888778/latest/>
29. Background Checks for DBHDD Network Provider Applicants, 04-104: <https://gadbhdd.policystat.com/policy/17497595/latest/>

30. Deaf Services: <https://dbhdd.georgia.gov/be-dbhdd/deaf-services>
31. Accessibility of Community Behavioral Health Services for Individuals Who are Deaf and Hard of Hearing, 15-114: <https://gadbhdd.policystat.com/policy/5329815/latest/>

b) Georgia Collaborative ASO Resources

1. Georgia Collaborative ASO Webpage: <https://www.georgiacollaborative.com/>
2. ASO Resources for Providers: <https://www.georgiacollaborative.com/providers/>
3. ASO Resources for Individuals & Families:
<https://www.georgiacollaborative.com/individuals-families/>
4. ASO Provider Handbook: <https://www.georgiacollaborative.com/providers/policies-procedures/>
5. ASO Provider Forms: <https://www.georgiacollaborative.com/providers/forms/>
6. ProviderConnect: <https://www.georgiacollaborative.com/providers/providerconnect/>
7. ASO Quality Management Training:
<https://www.georgiacollaborative.com/providers/quality-trainings/>

c) Department of Community Health (DCH) Resources

1. DCH Website: <https://dch.georgia.gov/>
2. GAMMIS: <https://www.mmis.georgia.gov/portal/>
3. GAMMIS Contact Us:
<https://www.mmis.georgia.gov/portal/PubAccess.Contact%20Information/Contact%20Us/tabId/8/Default.aspx>
4. Medicaid Provider Manuals:
<https://www.mmis.georgia.gov/portal/PubAccess.Provider%20Information/Provider%20Manuals/tabId/18/Default.aspx>
5. GAMMIS Provider Notices:
<https://www.mmis.georgia.gov/portal/PubAccess.Provider%20Information/Provider%20Notices/tabId/17/Default.aspx>
6. GAMMIS Provider Messages:
<https://www.mmis.georgia.gov/portal/PubAccess.Provider%20Information/Provider%20Messages/tabId/19/Default.aspx>
7. CMOs: <https://medicaid.georgia.gov/programs/all-programs/georgia-families>
8. Healthcare Facility Regulation Division: <https://dch.georgia.gov/divisionsoffices/hfrd>

If you have any questions related to this Welcome Packet, or DBHDD policies, procedures, or expectations, please contact the DBHDD Office of Provider Relations through [PIMS+](#) or by sending an email to support@dbhddpims.zendesk.com.