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| WAIVER | **WAIVER Specialist** |
| EDWP Provider Specialist***ICWP Lead*** | Vonnie StellyVStelly@dch.ga.gov 470-542-9402 |
| EDWP Case Management Specialist***CCSP SOURCE Lead*** | Jill CrumpJill.Crump@dch.ga.gov 404 357 0161 |
| EDWP *changes/questions/ALS F Registrations*  | ccsp.messages@dch.ga.gov |
| GAPP | Sharon Collins 404.683.5113scollins@dch.ga.gov  |
| **Director, Program and Community Support** | Ashley Liversashley.livers@dch.ga.gov  |
| **PA Management/Claims Resolution** | Donna Elrod donna.elrod@dch.ga.gov 470-522-9620  |

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The Georgia Department of Community Health, HCBS Waiver **incident reporting system:**

The HCBS Incident Report can be accessed at -

[HCBS Incident Reporting System | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system)

Additionally, we have a resources page to assist in training agency staff.

Link to resource page:

[https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system-resources](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedicaid.georgia.gov%2Fprograms%2Fall-programs%2Fwaiver-programs%2Fhcbs-incident-reporting-system-resources&data=02%7C01%7Cjill.crump%40dch.ga.gov%7C404200e69b1943fda3ed08d7dd67b93c%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637221309869755249&sdata=XyFmBmp82ZLyKu4VKJugusAvZhfPy6PRBRHqOfTw%2Bkk%3D&reserved=0)

For questions or technical assistance, please reach out to the HCBS Waiver Unit at: HCBS.IncidentReports@dch.ga.gov.

General Services Manual 602.1B- suspending referrals to providers for failure to report incidents. 601.6- *The responsibility for submission of an incident report falls on the first person to witness or discover the incident regardless of location or whether during the point of service.*

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| **Other Contacts*** **DXC**, 1-800-766-4456
* **Provider Enrollment** enrollment@dch.ga.gov
* **Revalidation**, revalidationenrollment2@dch.ga.gov
* **CVO**, 1 800-766-4456 outreachsupport@verisys.com
* **Gainwel**l- Gainwell Field Representative assistance- GAMMIS website, [www.MMIS.georgia.gov](http://www.MMIS.georgia.gov), select  Contact Information tab, then Contact Us tab. Choose the applicable drop-down from the list. Call 800-766-4456.

**Finding a list of active medicaid providers in Ga** <https://dch.georgia.gov/> click on ‘providers’ and ‘provider directory’ |

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***Healthcare Facility Regulation (HFR)- proxy forms/find a facility/complaints***

[***https://dch.georgia.gov/divisionsoffices/hfrd***](https://dch.georgia.gov/divisionsoffices/hfrd)

***Fingerprint law/GCHEXS-*** The Georgia Crime Information Center is transitioning to a new Georgia Applicant Processing Service (GAPS) vendor. Fieldprint began operations on **May 1, 2023**. GAPS is a GBI system and now has a new fingerprint vendor which is Fieldprint.

[***https://dch.georgia.gov/divisionsoffices/hfrd/facility-licensure/georgia-criminal-history-check-system-gchexs***](https://dch.georgia.gov/divisionsoffices/hfrd/facility-licensure/georgia-criminal-history-check-system-gchexs)

***\*DO NOT USE GAPS FOR services not permitted with HFR, example, SFC, CASE MANAGEMENT etc.***

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**EDWP Referral Process-** *AAA contact information-*

<https://aging.georgia.gov/locations>

*Online referral system for CCSP referrals to the appropriate AAA- link below*

[https://hssgaprod.wellsky.com/assessments/?WebIntake=2CBCF6CD-9412-4839-8EF8-5864FA6BA0F9](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhssgaprod.wellsky.com%2Fassessments%2F%3FWebIntake%3D2CBCF6CD-9412-4839-8EF8-5864FA6BA0F9&data=04%7C01%7Cjill.crump%40dch.ga.gov%7C8fdf662b3403401abcda08d9c1907d95%7C512da10d071b4b948abc9ec4044d1516%7C0%7C0%7C637753648594675510%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=T4RjYivlqVJBDum9Up6YhN7ARcnzVJJsmIFmnD7CitA%3D&reserved=0)

\*The link above is is the best way for providers to submit 3rd party referrals if they aren’t sure where they need to go.

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| ***ATLANTA*** 404-463-3333.***CSRA***888-922-4464**Coastal** 800-580-6860**Georgia Mountains** (Legacy Link) 855-266-4283**Heart** 888-367-9913**Middle** 888-548-1456**NE** 888-808-8020**NW** 800-759-2963**River Valley** (706) 256-2900**Southern** 888-732-4464**SOWEGA** 800-282-6612**Three Rivers** 866-854-5652**\*** 866-552-4464, Option 2 |

***Policy Revisions included in the October 2023 (SFY 24) Edition of the EDWP Policy Manuals: Attached***

***Network Meeting attendance-***

EDWP Provider Network Meetings consists of statewide meetings in the form of a webinar that are hosted by the Atlanta Regional Commission (ARC).

Providers must go to <https://www.empowerline.org/for-professionals/medicaid-elderly-and-disabled-waiver-providers-meeting-information/> to register for each meeting ahead of time. Once registered, each provider will receive a confirmation e-mail that includes the link to join the webinar at the specified time and date.

All network meeting information and presentations will be placed on the ARC Network Meeting webpage.

Policy requires the attendance of two (2) network meetings per **FISCAL** (July 1 – June 30) year. Gen Services Manual Pg. VI-14. Corrective action can be applied for those providers who are not in compliance.

\*Network meeting reminders will ONLY be sent to agencies that have registered at the site to receive the reminders. We encourage all providers to register their email address at the registration site so that they will receive the reminders for themselves.

The web-x format has the capability for DCH to track the time of logging on and off of the web-x for each provider. You must participate in the full web-x to receive credit for attending.

*The end of the PHE- Public Health Emergency*

The Public Health Emergency ended May 11, 2023.  Check banner messages for more information. Go to GAMMIS, click on ‘provider information’, ‘provider messages’ – click ‘search’ for **banner messages. 11/11/23 is the final day for spouse, guardian or parent of minor to be employed as aide in Pss and Cd pss.**

Telehealth visits ended

The Office of Civil Rights (OCR) allowed telehealth to be performed using nonencrypted technology (FaceTime, Zoom, telephone, etc.). The PHE ended May 11, 2023. CMS allowed states to have an additional six (6) months to assist providers with transitioning back to regular services. This is separate from what OCR has stated that all providers that are using telehealth six months or not, must begin using encrypted software by 11:59 p.m. on August 9, 2023. The provider must also have a Business Agreement  (BA) in place with the software provider.  In summary, if you are going to continue to use telehealth (August 10-November 10) all software must be encrypted and a BA must be in place. If not, they face Federal penalties.

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| **EVV information-** **Schedule of events-** [EVV Schedule of Events | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv/evv-schedule-events)**Handouts and recordings**- [EVV Service Providers | Georgia Medicaid](https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv/evv-service-providers)**Tellus Training Webinars**- [Tellus | EVV Software & Claims Processing For Home Health/Long Term Care (4tellus.com)](https://4tellus.com/)***Email questions to……*****Evv.medicaid@dch.ga.gov** **or visit**[**https://medicaid.georgia.gov/georgia-electronic-visit-verification**](https://medicaid.georgia.gov/georgia-electronic-visit-verification)Text  Description automatically generated |