

**BLASTFAX**

**Helping Eligible Children Stay Enrolled in Medicaid**

The Chapter is working with the Department of Community Health (DCH) to improve the success rate of enrollment and retention of eligible children in the Medicaid and PeachCare (PCK) programs. Pediatricians can assist children of low income families in remaining enrolled in Medicaid. Two common reasons for eligible children to lose eligibility are:

- 1) Mailing address changes that are not successfully updated
- 2) Lack of awareness on the part of parents of upcoming eligibility re-determination dates.

The following two tips can be used by primary care offices to facilitate solutions to these two common obstacles to coverage for eligible children:

**1) PCPs can Report Address Changes on Medicaid Families Directly to Call Center**

During the course of a visit to PCP, a customer advises that his/her address has changed. The customer may or may not have reported the change to his/her DFCS case manager. The PCP can access the GHP Web Portal to determine the address listed for the customer.

The Member information screen can be printed and the PCP or the customer can make the appropriate changes on the screen print. The customer should sign and date the screen print to authorize the changes. The screen print can be faxed directly to the DFCS Call Center. The Call Center will make the appropriate changes to the customer's case file. Call Center #: 1-888-295-1769 FAX: 404-463-0687, 404-463-8517

To access the member information screen go to the GHP Web Portal at <https://www.ghp.georgia.gov/wps/portal>

1. Provider logs in: User ID and password
2. Click on the eligibility tab
3. Click on the Check Member Eligibility Link
4. Enter Member information, the submit
5. Member information is displayed
6. Then click on view member eligibility
7. Member demographic information is displayed

Member last name	Member City
Member first name	Member State
Member middle initial	Member Zip Code
Member suffix	Member County
Member Identification number	Member Date of Birth
Member Address line 1	Member Gender Code
Member Address line 2	

**2) PCPs can ask parents of children on Medicaid if they know the date of next re-determination.**

If they do not know, advise them to check with their caseworker now, so that they clearly know the date they will need to provide updates to DFCS. Updated documentation is required every 6 months, including family size and income, and may include other data such as citizenship and identity documentation.

Thank you for your services to and support of low income families.

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President