

### Update to Medicaid CMO Medical Management Escalation Process

In 2007, in an effort to diminish any confusion involved in obtaining **prior authorizations and referrals for out-of-network providers or access to pediatric subspecialists**, the Chapter supplied you with CMO provided escalation contacts. Below is an update to that contact information as of today.

Please refer to the chart below and call the phone numbers in their respective order.

	<b>Contact</b>	<b>Title</b>	<b>Phone</b>
<b>Amerigroup</b>	1 <sup>st</sup> Provider Relations	Provider Relations Mgr.	800-454-3730
	2 <sup>nd</sup> Shonnie Cooper <b>or</b> Michelle Rush	Director, Provider Relations Director, Provider Relations	706-868-4407 912-235-4471
	3 <sup>rd</sup> Earlie Rockette	Director of UM	678-587-4881
	4 <sup>th</sup> Andy Paul, MD	Medical Director	678-587-4857
	5 <sup>th</sup> Vergena Clark, MD	Medical Director	678-587-4857
<b>Peach State</b>	1 <sup>st</sup> Ron Crowley	Manager, UM	678-556-2354
	2 <sup>nd</sup> Laquanda Brooks	Director, Medical Management	678-556-2431
	3 <sup>rd</sup> Irene Lord	VP, Medical Management	678-556-2437
	4 <sup>th</sup> Dean Greeson, MD	VP, Medical Affairs	678-556-2438
<b>WellCare (a)</b>	1 <sup>st</sup> Provider Relations Tracy Smith Kim Hall Christy Lassiter Amy Carr Stella Waters Amy Roberts	See below for regional list: Atlanta PR Manager North Georgia PR Manager Central Georgia PR Manager East Georgia PR Manager SE Georgia PR Manager SW Georgia PR Manager	678-327-0939 Ext 3031 866-791-0270 Ext 3563 478-476-2100 Ext 3409 706-823-9423 Ext 3505 912-790-5623 229-364-2628
	2 <sup>nd</sup> Georgine Egleston	Manager Prior Authorization	813-206-2202
	3 <sup>rd</sup> Bernard Cohen, MD	Senior Medical Director	678-327-0939 Ext 3085

**(a) WellCare is requesting that the following procedures be implemented prior to contacting their escalation point-of-contacts:**

1. Prior Authorizations
  - Standard Requests: Fax request to 866-455-6487.
  - Ancillary Requests (DME, Home Care, and Therapy): Fax request to 877-431-8859.
  - Web access: Please attach clinical information for the request.
2. Prior Authorization/Admissions Expedited Requests: Call the expedited/urgent request telephone number 866-231-1821. (*Expedited defined as the service needs to be provided in the next few days.*) You may call the same number to obtain information on the status of the requested expedited review.
3. Inpatient Authorization: Fax request to 877-431-8860.
4. Services that were not authorized: A notification of the decision is immediately faxed back to the provider; the attending physician or ordering provider may call the number listed on the fax back notice for a peer to peer discussion with the Medical Director. This must be done within 3 business days from the date of the decision.
5. Services that were not authorized and the decision upheld with the Medical Director: Please follow the process on the letter to request an administrative review.

If you have additional questions please call the Chapter office or email them to: [medicaidquestions@gaaap.org](mailto:medicaidquestions@gaaap.org).