

	GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES MEDICAID POLICY MANUAL			
	Chapter:	2900	Effective Date:	June 2020
	Policy Title:	GeorgiaCares		
Policy Number:	2926	Previous Policy Update:	MT 45	

REQUIREMENTS

GeorgiaCares is a volunteer-based program that provides free, unbiased and factual information and assistance regarding Medicare and other related insurance. GeorgiaCares provides one-on-one counseling, community outreach, and education.

HISTORY

GeorgiaCares is the State Health Insurance Assistance Program (SHIP). SHIPs provides personalized counseling, education and outreach to assist Medicare beneficiaries with their Medicare questions and benefits. GeorgiaCares can help Medicare beneficiaries make informed decisions about their health care options and can provide ways to protect against fraud, waste and abuse.

BASIC CONSIDERATIONS

GeorgiaCares helps people with Medicare understand their choices and enroll in a Medicare plan that meets their needs. GeorgiaCares can help beneficiaries understand Medicare and get the most out of their healthcare benefits.

GeorgiaCares provides information about:

- Original Medicare (Medicare Parts A and B)
- Medicare Advantage Plans (Medicare Part C)
- Medicare Prescription Drug Plans (Medicare Part D)
- Medigap policies (Medicare Supplement Insurance)
- Health Care Fraud, Waste and Abuse
- Long-term Care Insurance
- Consumer Protection
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BASIC CONSIDERATIONS (cont.)

- Medicare Financial Assistance Programs

GeorgiaCares provides help with:

- Applying for Medicare financial assistance programs
- Submit Medicare Appeals and Grievances
- Reviewing Medicare Summary Notices (MSN)
- Review the Explanations of Benefits (EOB)
- Enroll in Medicare Health and/or Drug Plans

GeorgiaCares also provides these services:

- Volunteer opportunities
- Referrals to other appropriate agencies
- Community education and outreach
- Counseling in-person and by phone

PROCEDURES

To contact for GeorgiaCares, customers may call 1-866-552-4464 (Option 4). For more information about GeorgiaCares, visit <http://www.mygeorgiacares.org>.

NOTE: GeorgiaCares counselors are available Monday through Friday during regular business hours.