

	GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES			
	MEDICAID POLICY MANUAL			
	Chapter:	2900	Effective Date:	May 2020
	Policy Title:	Georgia Family Healthline		
Policy Number:	2938	Previous Policy Update:	MT 40	

REQUIREMENTS

The Georgia Family Healthline is a statewide toll-free telephone number that provides healthcare referrals.

HISTORY

Georgia Family Healthline is managed by Healthy Mothers, Healthy Babies Coalition of Georgia. It was established in 1984 as a means of directing pregnant women to prenatal services.

Georgia Family Healthline's mission was expanded in 1989 via a contract with the Georgia Department of Human Services to assist women and children in accessing Medicaid providers and public health programs. Georgia Family Healthline is funded by the Division of Public Health of the Georgia Department of Community Health.

Today, Georgia Family Healthline provides healthcare referrals to any Medicaid, PeachCare for Kids® and uninsured Georgians.

BASIC CONSIDERATIONS

Georgia Family Healthline can assist both English and Spanish speaking customers in gaining accesses to the following services:

- Medicaid Doctors
- Dental Referrals
- Low-cost Prenatal Referrals
- Low-cost healthcare resources for the uninsured
- Women Infant and Children (WIC), and Children 1st.
- Referrals to HIV testing
- Referrals for Breastfeeding Questions
- Other Public Health Programs

BASIC CONSIDERATIONS (cont.)

The Georgia Family Healthline also utilizes Language Line to provide additional translation in 180+ languages.

Georgia Family Healthline maintains a database of Georgia's Medicaid and PeachCare for Kids® accepting providers. For those not eligible for Medicaid or PeachCare for Kids®, referrals are made to healthcare providers who offer low-cost or sliding scale fee services..

PROCEDURES

To access Georgia Family Healthline, call 1-800-300-9003 from 8:00 AM to 5:00 PM, Monday through Friday.

Clients may call for themselves, or the worker may call on their behalf. Clients may search for referrals directly online 24/7 at:

<https://www.resourcehouse.com/hmhb/>

More information and resources may be obtained at the following web site:

www.hmhbga.org