

2030 – Georgia Health Partnership Overview

POLICY STATEMENT	<p>Georgia Health Partnership (GHP) was created to consolidate all required functions for Medicaid, PeachCare for Kids (PCK) and the public employee health benefits into a single computer system. The state agency which has oversight of these functions is the Department of Community Health/Division of Medical Assistance (DCH/DMA).</p>
BASIC CONSIDERATIONS	<p>Partners in GHP include DCH as well as several other private and public entities. The computer functions for Medicaid, PCK and the public employee health benefits are handled by Multi Health Net (MHN). However, SXC Inc. is the company providing the functionality for prescriptions.</p> <p>Both systems are updated via an interface tape originating from SUCCESS as well as other entities, such as Social Security Administration (SSA) and Policy Studies, Inc. (PSI), which determines eligibility for PCK. Nightly SUCCESS batch processing generates a file consisting of actions taken during the day. This file is run in MHN the following night, and another file is generated for SXC. SXC runs that file the night after receipt in their system. Therefore, it may take from five to seven days to update all systems with the eligibility information.</p> <p>The company which was awarded the contract for the computer system, MHN, is Affiliated Computer Systems (ACS). They completed the programming, and MHN went live on 4/1/03. ACS is responsible for maintaining and updating the system, staffing the Customer Interaction Center (CIC), and Interactive Voice Response (IVR) system.</p> <p>The CIC is for providers with questions, problems, prior approvals, etc. It is also for DFCS employees and Applicants/Recipients (A/Rs) to contact regarding Medicaid issues.</p> <p>IVR is the automated version of accessing information regarding A/R's eligibility. While in IVR, you may request to speak with an ACS employee as needed.</p> <p>Information regarding eligibility may be viewed by providers, certain DFCS employees and A/Rs via the web portal, www.ghp.georgia.gov.</p> <p>For information regarding the issuance of Medicaid cards and related problems, refer to Appendix C, Medicaid Issuance.</p>