

Contacting your Medicaid Field rep

Contact Us (Secure)

The screenshot displays the GAMMIS (Georgia Medicaid Management Information System) website. At the top left is the Georgia Department of Community Health logo. In the center is the GAMMIS logo with the tagline "GEORGIA MEDICAID MANAGEMENT INFORMATION SYSTEM". On the top right is the DXC Technology logo. A blue navigation bar contains a "Search" button and a session expiration notice: "Refresh session | You have approximately 16 minutes until your session will expire." The date "Friday, October 06, 2017" is shown on the right. Below the navigation bar is a menu with links: Home, Contact Information, Member Information, Provider Information, Provider Enrollment, Nurse Aide/Medication Aide, EDI, Pharmacy, and HFRD. A secondary menu includes Home, Publication Search, Site Map, Site Settings, and Language Selection. A bookmarkable link for "GAMMIS:Home" is provided with a "Click here for help and information about bookmarks" instruction. An alert message box states "(click to show) Alert Message posted 10/5/2017". The "User Information" section includes a "Login/Manage Account" link and a "Login" button. The "Members" section lists "Register for Secure Access" and "Member Information". The "Providers" section lists "PIN Activation" and "Provider Information". The "Upcoming Events" section features an "ICD-10 Implementation Announcement" stating that DXC Technology will begin accepting ICD-10 diagnoses and surgical procedures on October 1, 2015, and that claims submitted on or after that date must include ICD-10 codes, while claims from before must include ICD-9 codes. It also refers to the UB 04 billing manual for ICD-10 rules and notes that ICD-10 has no direct impact on CPT and HCPCS.

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Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
MEUPS Account Management	Manages contact information, password, and authorizations for applications.
Web Portal	Web Portal



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(continued)

Select Contact Information and Contact Us

Select a Type of Inquiry item > Select a Contact Method > Click **submit**

Requests Requiring PHI

NOTE: If the response to your inquiry contains protected health information (PHI) such as member or claims information, you must log into the secure web portal to submit your question and receive the response. Upon login, additional contact options related to PHI will be available.

submit

cancel

Contact Information

How can we help you?

Select an Item*

Enter Category Details

How can we help you?

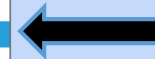
How do you want to be contacted?

Contact Method*

Last Name, First Name

Phone Number, Ext


- Claim Status Inquiry
- Eligibility Inquiry
- Contact My Provider Service Rep
- Provider Enrollment
- Request a Provider Rep Visit
- ICD-10 Inquiry
- Favors Review Inquiry
- MAPIR Inquiry
- Web Registration
- Member ID Cards
- Member PCP Assignments
- Customer Service
- Complaint about a Provider
- Complaint about a Member
- Other Complaint
- Having a Technical Problem
- Other
- EDI Submission Problem
- Provider PIN Issue



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(continued)

The following messages were generated:

Your request has been processed. Your tracking number is 20763193. 

Providers may call the Provider Contact Center at (770) 325-9600 or toll-free at (800) 766-4456. Members may call the Member Contact Center at (770) 325-2331 or toll-free at (866) 211-0950.

Contact Information



How can we help you?

Select an Item*

Contact My Provider Service Rep

Enter Category Details

How can we help you?

test

How do you want to be contacted?

Contact Method*

Telephone

Last Name, First Name

HP

test

Phone Number, Ext

(800)766-4456



- Please enter your Medicaid provider ID and if you know the name of your field rep.
- Please indicate your phone number and best times to reach you
- Enter your email address

You rep has to response within 72 business hours.

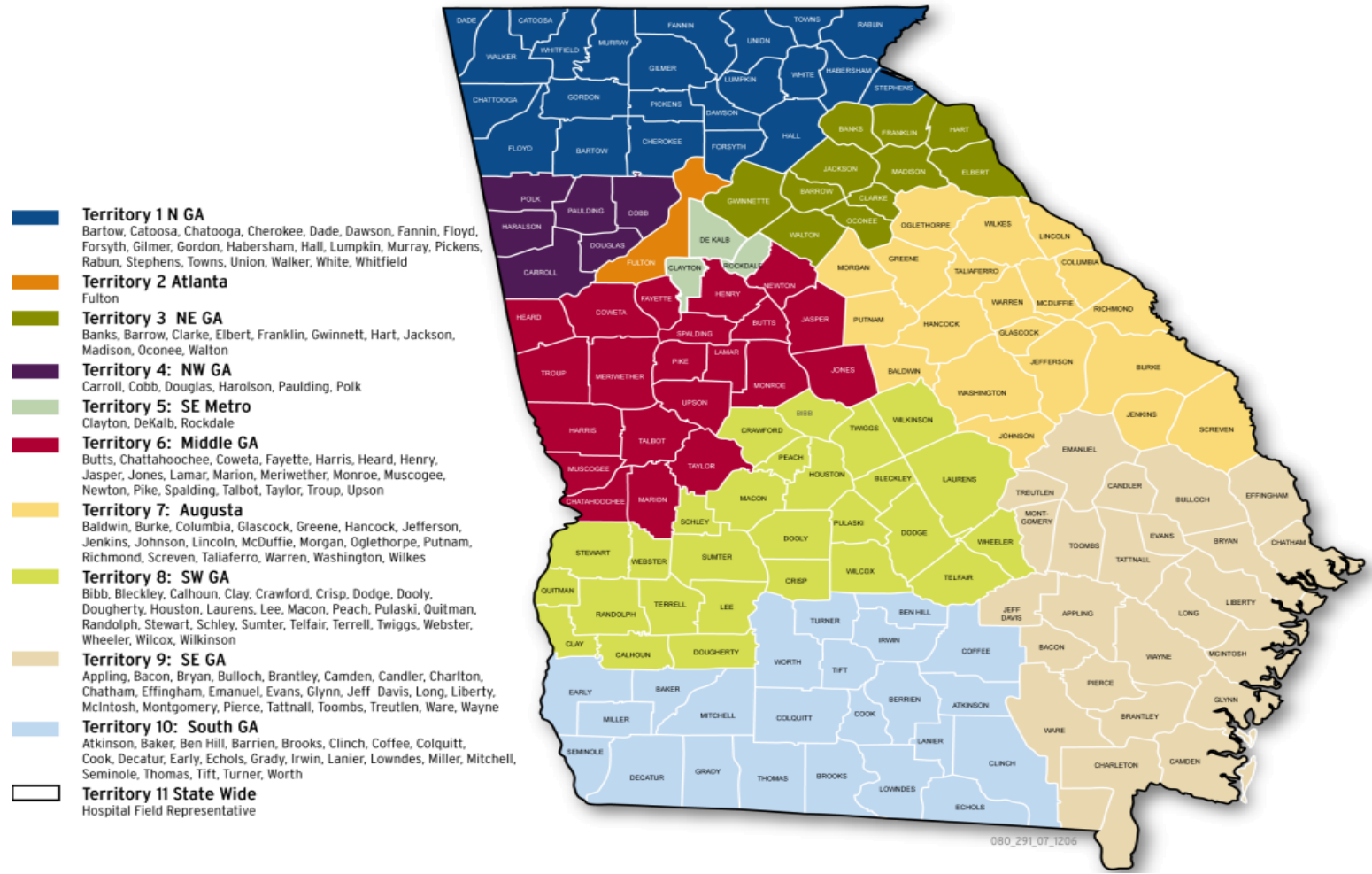
Please keep track of your tracking number incase of an escalation.

Provider Relations Field Services Representatives

Territory	Region	Rep
1	North Georgia	Shamekia Pena
2	Fulton	Adrian Hogan
3	NE Georgia	Carolyn Thomas
4	NW Georgia	Danny Williams
5	SE Metro	Angel Davis
6	Middle Georgia	Sabine Fortune
7	Augusta	Sharonna Strong
8	SW Georgia	Jill McCrary
9	SE Georgia	Vacant
10	South Georgia	Donna Hendley
North	Hospital Rep	Sherida Banks
South	Hospital Rep	Janey Griffin



Georgia Field Territories



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Contact Us

Our Provider Services Contact Center (PSCC) can be reached at

800-766-4456

and is available 7 a.m. to 7 p.m. EST

Monday through Friday (except state holidays) to service inquiries.

IVRS Overview

800-766-4456

- Option 1 Member Eligibility
- Option 2 Claims Status
- Option 3 Payment Information
- Option 4 Provider Enrollment
- Option 5 Prior Authorization
- Option 6 GAMMIS website password reset, Pharmacy Benefits, the Nurse Aide Registry or Nurse Aide Training program, PeachCare for Kids®, EDI submission or electronic claim submission, or a system overview