

# Helping you manage all the moving pieces

## Caregiver Help Line — here to help make health care less complicated

The Caregiver Help Line helps foster parents, placement agencies and newly adoptive parents in the Georgia Families 360<sup>SM</sup> program get the health care your child needs. **Call us at 1-844-355-1132.**

### Get your child the care he or she needs



**Within 10 calendar days of coming into care, your child needs:**

- An Early and Periodic Screening, Diagnosis and Treatment (EPSDT).\* Only certain doctors can do these screenings. An emergency room visit, sports physical or urgent care exam does not meet this screening requirement.
- A dental screening



**Within 15 calendar days of coming into care, your child needs:**

- A trauma assessment

### Have questions?

Call the Caregiver Help Line at **1-844-355-1132** Monday through Friday from 9 a.m. to 2 p.m. If you call outside these times, leave a message and we'll return your call the next business day.



### When a new child comes into your home, please follow these steps:

1. If the child stays in your home for 72 hours or has been adopted, call Amerigroup at 1-844-355-1132. The Amerigroup representative will ask you for the child's:\*\*
  - Name
  - Date of birth
  - Medicaid number
  - Names of doctor and dentist and phone numbers
  - Dates appointment were completed or scheduled
  - Address to send gift cards (if applicable)
  - Email address (if applicable)
2. We'll help schedule the required appointments with an Amerigroup doctor or therapist. We may be able to get some of our counselors to come to your home to do the exam.
3. Take your child to the appointment. We'll check with the provider to confirm the appointment was completed. We'll then send you a \$25 wellness card you can use at most major retailers, restaurants and department stores.



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

\*Early Periodic Screening Diagnosis and Treatment (EPSDT): A unique Federal and State medical exam required for all children ages 0-21 years. This is not a routine medical exam.

\*\* Certain privacy and confidentiality rules will still apply. The foster parent can call and give information on the youth and schedule the appointments, but further discussion of the youth's health care needs will require approval from the DFCS case manager.