



Georgia Enhanced Care (GEC) Program Executive Summary

APS Healthcare has contracted with the Georgia Department of Community Health to provide population and disease management services to 53,000 aged, blind or disabled (ABD) Medicaid members. The contract covers 53 counties, including Atlanta and the surrounding metropolitan area. The program, called the Georgia Enhanced Care Program, Region 1, serves the northern half of the Georgia Medicaid ABD population and is one of the largest in the US for state payers. The program provides health coaching, care coordination, education, provider assistance, a 24-hour nurse call center, and pharmacy consultation. In addition, APS has assembled an innovative, first in the nation collaborative model that engages members in the settings where they receive medical care, such as federally qualified community health centers, high-volume emergency rooms, and other primary care centers.

APS offers disease management support to all ABD members, but focuses attention upon those with chronic illness, co-morbidities, and important risk factors. Target areas include conditions such as asthma, diabetes, congestive heart failure, chronic obstructive pulmonary disease, hemophilia, psychiatric disorders, substance abuse, and others. Members are supported by a team of nurses, physician advisors, pharmacists, and social workers. Health coaches coordinate care with members' respective health care providers and reinforce information and treatment plans provided by those health care providers. They also provide members and family with appropriate education on their health and assure that patients are taking appropriate advantage of medical services.

The overall objectives of the program are designed to help those with chronic illnesses to better understand and manage their health care needs, to drive evidence-based best practices, to achieve superior clinical and financial outcomes, and to lessen the cost burden of health-related expenses for the state. APS Healthcare delivers services to a large, growing percentage of government clients who have implemented disease management services across the United States.

Participating physicians have experienced significant benefits, including the following:

- Collaboration/support of their treatment plan.
- Coordination by APS with community agencies, and an experienced clinical partner who will support and promote the physician's treatment goals.
- Vigilant monitoring of the patient's progress and outcomes.

About APS

APS Healthcare is a leading provider of specialty healthcare solutions to more than 20 million members in the United States and Puerto Rico. The company partners with agencies in more than 20 states, representing more than 40 percent of the nation's Medicaid population. APS delivers customized, integrated healthcare solutions that help people engage in behaviors that optimize their health status. By uniting all participants in the healthcare landscape – individuals, practitioners and payers – APS improves overall health and reduces total healthcare expenditures.