



**Georgia Department
of Human Services**

Georgia Medicaid Redetermination

Customer Contact Center Quick Reference Guide

2023-2024



Stay Informed.
Stay Covered.

Customer Contact Center Information



Call:

1-877-423-4746

Operating Hours:

8:00 a.m. – 5:00 p.m. (Mon–Fri)



Quick Reference Guide Contents

Do you need help navigating the automated telephone system?

Make the most of your time when calling the Customer Contact Center. Use the instructions for the following actions to help you navigate the call menu to complete your Medicaid redetermination.

Click on your desired action to jump to instructions:

- [Customer Contact Center Call Guide](#)
- [Helpful Tips](#)
- [Check Your Medicaid Redetermination Status](#)
- [Submit a Telephonic Application](#)
- [Request a Callback from an Agent](#)
- [Request Gateway Technical Help](#)
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Helpful Tips

- Be sure to reserve time to receive your callback. Callback times may vary and can happen as quickly as 15 minutes or will be completed before 5:00 p.m. on the day requested.
- Have your information ready so you can move quickly through the call menu.
- Items to have on-hand:
 - Social Security Number and Date of Birth or 9-digit Client ID
 - Redetermination letter/email (if you've already received it)
 - Current contact info (e.g., home address, email, phone number, etc.)
 - Income verification documentation (e.g., pay stubs, bank statements, etc.)





Check Your Medicaid Redetermination Status

Check on the current status of your benefits to find out your redetermination date and if your family's case is approved, pending, denied, or closed (and related dates).

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 1** for Division of Family & Children Services
- **Press 2** if you are not reporting fraud
- **Press 1** for benefits
- **Press 1** for status
- You will now work with CeCe (virtual assistant)
- **Press 2** for Medicaid
- **Press 1** to check benefits **OR press 2** to check application status
- Have your head of household Client ID, social security number, and date of birth ready.

Submit a Telephonic Application

Complete your redetermination over the phone with one of our live agents. You will be asked to provide information needed to review you and your family's eligibility.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 1** for Division of Family & Children Services
- **Press 2** if you are not reporting fraud
- **Press 1** for benefits
- **Press 2** to submit your application over the phone
- **Press 1** if you are calling to apply or renew benefits
- **Press 1** if you have your information ready **OR press 2** if you need more time to gather your information
- **Press 1** to enter your social security number and date of birth **OR press 2** to enter your 9-digit client ID



Request a Callback from an Agent



Depending on call volume, you may be able to request a callback from an agent for help with your case. Please note, callbacks are based on agent availability, but all callback requests are returned the same day. Please note, this is just one way to request a callback. You may request a callback from other call menu options as well.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 1** for Division of Family & Children Services
- **Press 2** if you are not reporting fraud
- **Press 1** for benefits
- **Press 4** for technical help or to receive a mail-in form
- **Press 2** to receive a mail-in form
- For mail-in form, you can choose to get a callback at the number you are calling from or at another number. Callbacks from a live call center agent are typically completed within an hour while the Center is open. Expect a call from 877-423-4746 named "Public Service" or "State of Georgia" (varies by carrier) and be prepared with your questions/documentation.



Request Gateway Technical Help

Get help with creating a Gateway account, password resets, and linking accounts, etc.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 1** for Division of Family & Children Services
- **Press 2** if you are not reporting fraud
- **Press 1** for benefits
- **Press 4** for technical help or to receive a mail-in form
- **Press 1** for technical help
- For technical help, you can choose to get a callback at the number you are calling from or at another number. Callbacks from a live call center agents are typically completed within an hour while the Center is open. Expect a call from 877-423-4746 named "Public Service" or "State of Georgia" (varies by carrier) and be prepared with your questions/documentation.



Submitting an Application



RENEWAL METHOD	PROCESSING TIME
United States Postal Service	5-7 business days after receipt to appear in Gateway
Drop off the application with a local DFCS Office	24-48 hours to appear in Gateway
Customer Call Center telephonic application	Customer will immediately receive a transaction number, known as a "T number" to use for follow-up questions



**For more information about
Medicaid redetermination
please visit:
staycovered.ga.gov**



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