



Provider Frequently Asked Questions

- 1. What is Pathways?** Georgia Pathways to Coverage™, or Pathways, is a Medicaid program for Georgians ages 19-64 who meet the eligibility requirements and otherwise would not qualify for traditional Medicaid.
- 2. When will Pathways coverage start?** If approved, coverage will start the first day of the month when the member applied. For example, if they apply in November and get approved in January, their coverage begins on November 1.
- 3. How do I know if I am eligible for Pathways?** To be eligible for Pathways, an individual must:
 - Be a Georgia resident
 - Be a U.S. citizen or legally residing non-citizen
 - Be between 19 and 64 years of age
 - Have a household income of up to 100% of the Federal Poverty Level (FPL). For example, in 2025, this equals:
 - \$15,650 per year or \$1,304 on average per month for one person
 - \$26,650 per year or \$2,220 on average per month for a family of three
 - Complete at least 80 hours of qualifying activities per month
 - Not qualify for any other type of Medicaid
 - Not be incarcerated
- 4. What are acceptable qualifying activities I can do to be eligible for Pathways?** To be eligible for Pathways, a potential member can perform one or more qualifying activities for 80 hours each month. Qualifying activities include:
 - Full-time or part-time employment
 - Self-employment
 - On-the-job training
 - Job readiness assistance programs
 - Community service
 - Relative caregiving, or providing caregiving to a relative, through [Structured Family Caregiving](#) within Elderly Disabled Waiver Program (EDWP), Community Care Service Program (CCSP), or Service Options Using Resources in a Community Environment (SOURCE)
 - Vocational education training
 - Vocational Rehabilitation program of the Georgia Vocational Rehabilitation Agency (GVRA)
 - Higher education through enrollment in public and private universities and technical colleges. Current college course-load credit hours will be granted qualifying activity hours as follows:
 - At least 11.5 credit hours will count as 80 hours per month
 - Between 5.50 and 11.49 credit hours will count as 40 hours per month



- Between 0.01 and 5.49 credit hours will count as 20 hours per month
- Supplemental Nutrition Assistance Program (SNAP) Works Program
- Parent and legal guardian of a child under the age of six (6)

Qualifying activity requirements will only apply to Pathways and not to those who are enrolled under traditional Medicaid programs.

5. What benefits does Pathways cover? Pathways covers many of the same medical services as Medicaid, including:

- Doctor visits
- Hospital stays
- Emergency services
- Prescriptions
- Laboratory and x-rays
- Family planning services
- Mental health services
- Preventive and wellness services
- Chronic disease management services

Pathways does not cover non-emergency medical transportation except for members ages 19-20 as required by Medicaid for children under 21. This means the members will need to cover the costs of transportation for medical visits. Pathways is available to cover ambulance transportation for medical emergencies.

6. Are Pathways members covered through managed care or fee-for-service? Once approved for Pathways, members will be covered through a Georgia Medicaid Care Management Organization (CMO). If the member receives healthcare services between the first of the month in which they applied and up to two days after the day they are approved for Pathways, those services will be covered through fee-for-service (FFS). With Medicaid coverage on an FFS basis, Medicaid will pay providers who accept Medicaid directly for the services that the members receive.

7. How can patients tell if a provider accepts Pathways? If a provider accepts Medicaid or PeachCare for Kids®, that provider also accepts Pathways.

8. Can a provider opt out of Pathways? Pathways providers are Medicaid providers. If a provider is accepting Medicaid patients, the provider should treat a Pathways member the same as a member in other Medicaid programs.

9. Can patients get a past medical bill covered through Pathways? No, Pathways does not cover past medical bills prior to a member enrolling in Pathways. In the unique circumstance of an existing Pathways member appealing a coverage decision, they can request that their coverage continue during the appeal and hearing process.



10. Do Pathways members need to pay a co-pay? Yes, Pathways members will need to pay co-pays for covered services while they are enrolled in Pathways, similar to other types of Medicaid. If a member is unable to pay their co-pay, they cannot be denied care for a covered service. Refer to the chart below for co-pay amounts by service type.

Service	Amount
Inpatient Hospitalization	\$12.50 for entire stay
Outpatient Hospital Visit	\$3.00 per visit
Non-Emergency Use of the ED	\$3.00
Primary Care	\$0.00
Specialist	\$2.00
Durable Medical Equipment	\$3.00; \$1.00 for rentals and supplies
Pharmacy	\$10.00 or less: \$0.50 \$10.01 to \$25.00: \$1.00 \$25.01 to \$50.00: \$2.00 \$50.01 or more: \$3.00

11. Can providers send bills or invoices to patients with Pathways coverage? No, providers cannot bill or invoice patients who have Pathways coverage. Providers should use their existing Medicaid billing processes for Pathways patients.

12. If someone gets disenrolled from their current Medicaid coverage, do they automatically get approved for Pathways? No. They must apply for Pathways and meet its requirements to be approved.

13. How can a provider share information about Pathways to patients who may be eligible? The easiest way to share information about Pathways with patients is by visiting pathways.georgia.gov. **The easiest way to apply is online at gateway.ga.gov.**

Individuals can also apply:

- In-person at their local Division of Family & Children Services (DFCS) office. To find the location and business hours for a DFCS office, visit: dfcs.ga.gov/locations.
- By mail to their local DFCS office.
- By phone at 1-877-423-4746 or 711 for those who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

The Pathways page on the DCH website at pathways.georgia.gov has extensive information about Pathways, including ready-to-use stakeholder toolkits for providers which include informational one-pagers, infographics and imagery, and FAQs.

14. How can providers assist patients with a disability? Patients with a disability could still be eligible for Pathways. If they need help doing 80 hours of qualifying activities per month,



they can ask for a Reasonable Modification when they apply such as a referral to GVRA or the option for extra time to do their 80 hours.