

Annual update to your Amerigroup health plan



www.myamerigroup.com/FL

Really good work brings really good results

At Amerigroup, your health is important to us. We work very hard to make sure you can get great care when you need it. There are many ways we do this.

Some ways are by:

- Having **programs and services** to help make sure the quality of health care you get is even better
- **Providing tools** on pregnancy and newborn care for all pregnant members and new moms
- **Finding local programs** in your community to help you get the services you need
- **Bringing you events** to answer your questions and help you make the most of your health care
- **Following state and federal rules**
- **Looking at our quality reports** to find new ways to offer better care



Thanks for being a member of Amerigroup!

We're happy to have you as a member.

Every year, we look at how well we're helping you. We also look at ways to do it better. We have so much to tell you about this year! In this newsletter, you'll learn about:

- How handy **your member handbook** can be
- How we **measure the quality** of your care
- What **services and programs** we offer



In 2015, we made **changes** to serve you better.

Some changes we've already made are:

- Adding **member rewards** for healthy behaviors and/or getting needed health screenings
- **Adding more specialists** to our network
- Offering **useful information and tools** to help make your health and life better
- Working with your providers to **get you services faster**
- Teaching your providers better ways to help you and talk to you (using an interpreter if needed)
- Calling you with **reminder calls** about preventive screenings and other health news
- Working with you when you turn 18 years old to find providers who see adults



Do you want to know more about our Quality Management program? How does Quality Management work? How are we doing? How are we meeting our goals? How are we making things better for you?



Call Amerigroup Quality Management at:
1-800-600-4441 (TTY 711)



Or write to us at:
Quality Management Department
Amerigroup Florida
4200 W. Cypress St., Suite 900
Tampa, FL 33607

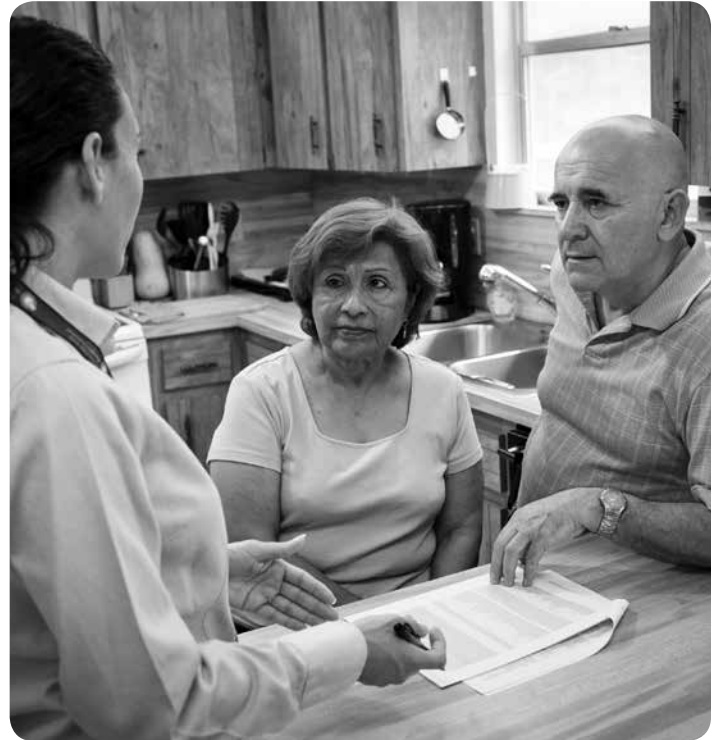
Ask us to mail you a copy of our Quality Management brochure. You'll learn about our goals, steps we take to meet them and results. We can also tell you more about how we're making sure you get quality health care services.

What is case management?

Sometimes knowing how to care for your health can be hard. Our case managers can help make it easier. Your providers know how to help you with your care. It really helps if you know how to care for yourself, too. That's what our case managers do.

When you become an Amerigroup member, we'll give you a welcome call. This call is a great chance to talk about what case management handles and if it could help you. You'd be surprised how many different services we have. If we find one that might help you, we'll get you connected to a case manager. Your case manager will work with you and your provider to set up a plan of care.

Do you think you need case management services? Please call Member Services at 1-800-600-4441 (TTY 711).



Our case managers may also call if:

- Your provider thinks case management might help you
- You've just gotten out of the hospital and need help with follow-up visits to other providers
- You're going to the emergency room (ER) often for nonurgent care that could be handled by your provider
- You call our 24-hour Nurse HelpLine and need more follow-up for ongoing care



Your case manager can also help with:

- Setting up health care services
- Getting referrals and prior authorizations (approvals)
- Checking your plan of care



We use data to find out if our Complex Case Management program could help you.

We may call you about this program if you have:

- Serious physical problems and need more help
- Mental health problems and need more help working with all of your providers

If we call you, a nurse or social worker will:

- Ask if you'd like to join our case management program
- Tell you about what we offer
- Talk to you about your health and how you're handling different parts of your life

Getting in touch with our Utilization Management staff

Some Amerigroup services and benefits need prior authorization. This means your provider must ask Amerigroup to approve the services he or she wants you to have.

Services that don't need approval are:

Emergency care

Post-stabilization care

Urgent care

It's our Utilization Review team that looks at approval requests. The team decides if:

- You need the service
- The service is one that Amerigroup should pay for

What should you do if Amerigroup won't pay for care you think you need? You or your provider can ask us to take another look at that care. We'll let you and your provider know when we get your request.

You can ask us to take another look at services that:

- Are not approved
- Have changed and are now less in the amount or length of time than what you asked for

Do you have questions about an approval or a denial you got? Call Member Services at 1-800-600-4441 (TTY 711). Our Utilization Review team can help answer your questions.



How we make choices on care and services

Sometimes, Amerigroup needs to make choices about how we pay for care and services. This is called Utilization Management (UM). Our UM process uses rules from the National Committee for Quality Assurance (NCQA) and our state contract. All UM choices are made from medical needs and current benefits we offer. We do this so you can be as healthy as possible. We don't tell or ask providers not to use certain services. And we don't try to make getting health care hard for you.

Providers don't get any rewards for limiting or denying care. And when we hire, promote or fire providers or staff, we don't do it because they might, or we think they might, deny or would be likely to deny benefits.

New technology

The world is changing so fast! To make sure we are always using the very latest to help you feel your best, we have help, too.

Our medical director and providers take a look at all the latest medical changes. They look at:

- Medical steps
- Behavioral health steps
- Medicines
- Equipment

They also look at scientific writings. With all this data, they think about:

- Whether the government thinks these changes are safe and helpful.
- If these changes offer the same or better results than what is used.

This work is done to help us decide if a new treatment or care should be added to your benefits.

Your benefits and how to get medical care

Looking to learn more about our services and benefits? Grab your member handbook or go online to www.myamerigroup.com/FL!



You can read about:

Preventive health care: Find out how to help prevent many health issues and how to live a healthier life.

Preventive health care for women: Learn how to get access to women's health specialists for regular and preventive health care services.

Benefits and access to care: Find out more about your benefits and how to get medical care.

Language help: Learn how to get our information in the language you use at home.

Pharmacy: Find out about your benefits and how to get the medicines you need.

Case management: Partner with a case manager to learn more about ways to get care for your health issues.

Member rights and responsibilities: Read about your rights and responsibilities.

Notice of Privacy Practices: Learn more about how we keep your private information safe.

Medical necessity: Find out how we decide if care is right for you based on the right coverage and levels of care and service.

Advance directives: Learn more about your right to use an advance directive (living will), to have one on file or on hand if you can't tell others about the care you want to keep you alive. Your provider has advance directive forms and more information.



Our Notice of Privacy Practices

This notice tells you about how Amerigroup may use and share your health data. It also tells you how to get this data.

The notice follows the Privacy Rule set by the Health Insurance Portability and Accountability Act (HIPAA). Our Notice of Privacy Practices is in your member handbook. Or read it online at www.myamerigroup.com/FL. Do you want a copy of our Notice of Privacy Practices? Call Member Services at 1-800-600-4441 (TTY 711).

Amerigroup services and programs are all about you

We hope this newsletter was helpful. Please keep it with your member handbook.

Do you want to know more about programs or services? Go online to www.myamerigroup.com/FL. Or call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday, 8 a.m. to 7 p.m. Eastern time.

Again, **thanks** for being an Amerigroup member!

We're here to help you get the care you need when you need it.

You have rights and responsibilities

As an Amerigroup member, you have rights and responsibilities. They are listed in your member handbook and online. Do you want a printed version of your handbook?

Call Member Services at 1-800-600-4441 (TTY 711).

Or go to www.myamerigroup.com/FL.

This information is available for free in other languages. Please contact our customer service number at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 7 p.m. Eastern time.

Esta información está disponible gratuitamente en otros idiomas. Póngase en contacto con nuestro número de servicio al cliente al 1-800-600-4441 (TTY 711) de lunes a viernes de 8 a.m. a 7 p.m. hora del Este.

Amerigroup is a Managed Care Plan with a Florida Medicaid contract.