New member booklet

Get what you need to feel your best
Welcome to Amerigroup Kansas, Inc.!

Helping you manage all the moving pieces

We’re a managed care organization (MCO). That means we’ll arrange your KanCare benefits to help customize your plan with your life and health in mind.

We designed this booklet to help you get started. Read more to learn about:

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The health assessment

Everyone’s health is different. To learn more about yours, we’ll send you a confidential health survey soon after you join. Your answers tell us if you qualify for special programs, like:

■ Case Management to help manage serious medical conditions
■ Health education and events to help you lose weight, quit smoking and more
■ Prenatal and baby care

You can take the survey:

Just log in to your secure account on our website, and go to My Health Assessment.

We’ll call you.

We’ll mail you a copy of the survey.

Your member ID card

Remember to check your mail!

You’ll get your Amerigroup ID card in the mail soon after you join. It tells you when your benefits start.

Your primary care provider (PCP) is listed on the card, too (unless you also have Medicare). Please check the name. If it’s not right, please call 1-800-600-4441 (TTY 711) and let us know.

This booklet is a brief overview. For a more detailed look at our benefits and special programs, visit our website at www.myamerigroup.com/KS or see your member handbook.
Your PCP

Customization starts with choosing your PCP

Your primary care provider (PCP) is your main doctor. He or she should be the first person you call for almost any health need. As long as the provider is part of your plan, your PCP can also be a nurse practitioner or physician assistant.

Want to change your PCP?* You can do so online. Just log in to your secure account on our website and go to Change PCP. Or give us a call.

*You can change your PCP anytime unless you’re in the Lock-in program.

Behavioral health care

Behavioral health issues are very common. If you think you might have a behavioral health issue like anxiety, depression, substance use disorder or any others, the best thing to do is get help.

You can get help from any provider who’s in our plan:

- Your primary care provider (PCP)
- A behavioral health professional, including:
  - Community Mental Health Centers
  - Substance use disorder treatment centers
  - Providers who offer special treatment for various conditions (like addiction)

You don’t need a referral to get behavioral health care. Just call and make an appointment.
### Where to go when you’re sick or injured

<table>
<thead>
<tr>
<th>Your PCP</th>
<th>An after-hours clinic (When your PCP’s office is closed)</th>
<th>The emergency room (911)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice about any health problem</td>
<td>Throwing up, diarrhea and stomach pain</td>
<td>Chest pains</td>
</tr>
<tr>
<td>Yearly checkups</td>
<td>Muscle strains</td>
<td>Trouble breathing</td>
</tr>
<tr>
<td>Labs and shots</td>
<td>Earaches</td>
<td>Very bad bleeding that won’t stop</td>
</tr>
<tr>
<td>Prescription medicines</td>
<td>Cuts that won’t stop bleeding</td>
<td>Bad burns</td>
</tr>
<tr>
<td>A referral to a specialist</td>
<td>Bad burns</td>
<td>Loss of consciousness</td>
</tr>
<tr>
<td></td>
<td>Bad cough, sore throat or flu</td>
<td>Shakes called convulsions or seizures</td>
</tr>
<tr>
<td></td>
<td>Fever</td>
<td>Sudden seizures</td>
</tr>
<tr>
<td></td>
<td>Urinary tract infections</td>
<td>Sudden sharp pain</td>
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<tr>
<td></td>
<td></td>
<td>Sudden severe headache</td>
</tr>
</tbody>
</table>

Still not sure where to go? Call our 24-hour Nurse HelpLine at 1-866-864-2544 (TTY 711) and ask.
Your KanCare benefits
We cover tons of health care services, including:

- Doctor visits
- Medicines, supplies and shots
- Specialist referrals
- Hospital visits
- Yearly physicals
- Dental care
- Behavioral health care
- Labs and other tests
- Vision services, including glasses and contacts

And much more!
You have no copays for covered services. Some KanCare members have a spenddown, which is like a deductible. To find out if you have a spenddown for your KanCare benefits, call us at 1-800-600-4441 (TTY 711). For a full list of all your benefits, see your member handbook.

Value-added benefits
We also offer free extras on top of your Medicaid benefits. We call these value-added benefits (VABs). For a full list of VABs and how to get them, see our VAB booklet.
Transportation services

Trouble getting to the doctor shouldn’t stand between you and your health.

We offer free rides through our vendor, Access2Care, to:

- Doctor visits and the drugstore
- Prenatal classes
- Women, Infants, and Children (WIC) appointments
- Job interviews (some limits apply)
- Community health events

And more!

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For emergency transportation, always call 911.

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Getting a ride with us is easy! Just follow these steps:

1. **Schedule a ride**
   Call Access2Care at 1-855-345-6943 (TTY 711)* at least three business days in advance (unless it’s an urgent health matter).

2. **Confirm your appointment**
   The day before your appointment, your driver will call and confirm your pickup time.

3. **Be ready early**
   Be ready at least an hour before your appointment. If they don’t arrive within 15 minutes of the pickup time, call Access2Care and choose option 2.

4. **Call for your return ride**
   Before your drop off, your driver will give you their card. When you’re done, call the number on the card. They should pick you up within one hour.

*For waiver members with complex health needs, your service coordinator or case manager can help you get the right transportation. They can be reached at 1-877-434-7579, ext. 106-103-5178.
Pregnant members and new moms
Your health makes a difference to both your baby and your pregnancy. That’s why we offer a free health education program called Taking Care of Baby and Me®. It includes:

- Support and coaching from a nurse
- Reward dollars for going to your prenatal and postpartum checkups on time
- Health classes and resources close to home
- A self-care book to learn from and take notes

And more.

Having a baby? Here’s what you need to do:
1. Enroll your newborn — call 1-800-792-4884 (TTY 1-800-766-3777)
2. Let us know — call Amerigroup at 1-800-600-4441 (TTY 711)

The provider directory
We work with over 15,000 doctors, dentists, clinics and hospitals throughout Kansas. And our provider directory lists them all! Use the directory to find one close to home.

To get our most up-to-date directory, visit www.myamerigroup.com/KS and go to Find a Doctor. You can search for a provider by name, specialty and location.

Your member handbook
Your handbook is your go-to guide for all things in your health plan, including:

- All your benefits
- Our special programs
- Your member rights and responsibilities

And so much more.

To get our most up-to-date handbook:
1. Visit www.myamerigroup.com/KS
2. Choose your plan
3. Click on the member handbook icon

If you prefer a printed handbook or directory, we can mail you one. Call 1-800-600-4441 (TTY 711).
Service Coordination and Case Management

We know that managing complex health conditions can be overwhelming. That’s why we have a specialized team of nurses here to help. Depending on your health condition(s), you may get help from nurses called service coordinators or case managers.

Your service coordinator or case manager will:

■ Get to know you and your family
■ Visit you in your home to review your long-term health and household needs
■ Answer questions about your health and insurance
■ Help you get benefits and services like:
  ■ Transportation
  ■ Value-added benefits
  ■ Finding a doctor and making appointments
  ■ Prescriptions and over-the-counter items (like Tylenol, lotion, etc.)
  ■ Respite care (a fill-in caregiver so your caregiver can take time off)

To learn more about Service Coordination and Case Management, see your member handbook.

Interpreter services

To keep your health care running smoothly, we help you speak comfortably with your doctors and our associates.

We offer free:

<table>
<thead>
<tr>
<th>Live interpreter services</th>
<th>TTY and sign language interpreters</th>
<th>Printed materials in other languages and formats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both over the phone or in person, at your doctor visit</td>
<td>For members who are deaf, hard of hearing or speech impaired</td>
<td>We’ll mail you our printed materials in:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>■ Your language (if you don’t speak English)</td>
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<tr>
<td></td>
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<td>■ Audio CD, large print or braille</td>
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</tbody>
</table>
How to contact us
A helpful support team is one you can actually reach. Whether you prefer a click, call or face-to-face, we’re here for you and your family.

Phone
Call Member Services toll free at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Central time.

Secure email
For private health questions and sensitive info, always send us secure email:
- Visit www.myamerigroup.com/KS
- Log in to your secure account
- Go to Contact us
- Click on Send a secure message

In person or by mail
Here’s our address:
Amerigroup Kansas, Inc.
9225 Indian Creek Parkway, Building 32
Overland Park, KS 66210

24-hour Nurse HelpLine
We know health issues can come up anytime, especially late at night. Get medical advice from live nurses and doctors 24 hours a day, 7 days a week, in over 150 languages. Just call 1-866-864-2544 (TTY 711).
Our website and smartphone app
When you get our online tools, you can:
■ Access your mobile ID card
■ Search for doctors and specialists in your plan
■ Send us secure emails
And more.

Technology at your fingertips
Register for your secure account today!
■ Visit www.myamerigroup.com/KS
■ Click on Register
■ Follow the instructions on screen

Get the Amerigroup Mobile app on your phone right now
Just scan the code on your smartphone:

iTunes
Google Play

FYI: You’ll need your Amerigroup ID number (on your ID card) to log in.

Reporting your changes
Have you moved? Changed jobs? Gotten a new phone number or email? We need to know!
Be sure to call both:
■ Amerigroup at 1-800-600-4441 (TTY 711)
■ The KanCare Clearinghouse at 1-800-792-4884 (TTY 1-800-766-3777)