



Getting started with
Amerigroup District of Columbia, Inc.



An **Anthem** Company

If you'd like this information in Spanish, please call us at
1-800-600-4441 (TTY 711).

Helping you manage all the moving pieces

Welcome to
Amerigroup
District of
Columbia, Inc.!

We're glad you're our member.

Health care can be overwhelming, so we're here to help you stay on top of it. We work with you and your PCP to help you get care and services. Use this getting started guide and your member handbook to get the most out of your benefits.



Contents

Getting started with our plan	3
Your health care	6
Your doctor and you	8
How to get ready for your doctor visit	9
What to expect during your visit	9
Getting care	10
Care during and after your pregnancy	12
Your Amerigroup benefits	13
Getting your medicines	14
How to renew your benefits	15
Your Amerigroup resources	16
Member rights and responsibilities	16
What if I get a bill by mistake?	17
What if I have a question or complaint?	17



Getting started with our plan

Look for your member ID card in the mail

You'll receive your Amerigroup ID card in a separate mailing from your new member package. Your ID card will tell you when your benefits start. The name of your primary care provider (PCP) is on the card, too. Please check the name of your PCP. If it's not right, please call us.

Want to change your PCP?

You can choose from the large group of doctors who work with our plan. To change your PCP online:

- Go to www.myamerigroup.com/DC
- Use our **Find a Doctor** tool to search for plan PCPs who are close to you, speak your language and can meet your unique needs
- Log in to your account
 - Click on **My Account**
 - Click on **Change Your Primary Care Provider (PCP)** to make changes

Need help changing your PCP? Call us at 1-800-600-4441 (TTY 711). We'll mail you a new ID card within 10 business days.

Want to change your primary dental provider?

You can choose from the large group of dentists who work with our plan. To change your primary dental provider (PDP) online:



- Visit DentaQuest online at www.dentaquest.com and:
 - Click on **Members**.
 - Then click **District of Columbia**.
 - Click **Member Page** and choose **Member Email Form**.
 - Fill in all the fields at the top of the form.
 - List the new PDP in the message box at the bottom.
 - Click **Submit**.
 - You'll get a confirmation of your PDP change within 24 hours.

Keep your Amerigroup ID card with you

When you visit a provider's office, you'll be asked to show your ID card. You'll use it to get all your Amerigroup services like doctor visits, prescriptions, dental care, or urgent or emergency care.



If you lose your ID card,
call us or go to
www.myamerigroup.com/DC
to print another one.

Didn't get your ID card?

If it doesn't come in the mail on or before your first day as an Amerigroup member, call us at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

Register for the secure website

Visit www.myamerigroup.com/DC and register for secure access. When you create an account on our secure member site, you'll get helpful tools at your fingertips:

- Choose or change your primary care doctor
- Update your address or phone number
- Send us a secure message
- Request a call-back
- Complete your health screener, and more

Set up your first visit with your PCP

Your PCP is the key to all your health care needs. Call or visit your PCP with any questions about how you're feeling. When you join Amerigroup, make your first appointment for yourself and your family members who are Amerigroup members.

- Call within the first 90 days.
- Schedule regular wellness visits so your PCP can help you stay healthy.

Download the Amerigroup Mobile app

Did you know about Amerigroup Mobile? You can download the Amerigroup Mobile app to your iPhone, iPad or Android tablet or smartphone.

With Amerigroup Mobile, you can:

- Show, email or fax your member ID card to your doctor, pharmacy or hospital
- Find doctors in your plan



It's fast. It's free. Best of all, it's secure.

To download the app, go to the Apple iTunes store or Android Market or visit our website at www.myamerigroup.com/DC.

Keep your benefits

Remember, to keep your benefits:

- Renew on time
- Keep your address up-to-date with the Department of Human Services



Your health care

What do I do if I need health care?

- Call your PCP — this is the place to start for any health care need (unless it's an emergency). Your PCP will answer your questions and help you figure out what you need to do.
- Call the 24-hour Nurse HelpLine — if you need to talk to a nurse for medical advice or see a doctor 24/7, even on holidays, call 1-800-600-4441 (TTY 711). The nurse can make an appointment or set up your visit to an urgent care center. They can also connect you to a doctor.
- Visit an urgent care center — if you're sick or injured and it could turn into an emergency if not treated within 48 hours, go to an urgent care center in our plan. Some urgent care needs include throwing up, minor cuts or burns, earaches, or low-grade fever.
- Call 911 or go to the emergency room (ER) — if you get a serious illness or injury that could lead to death or serious bodily harm, go to the ER or call 911. Some emergencies include trouble breathing, chest pain, bad burns, uncontrolled bleeding or loss of consciousness.

What if I move or change my phone number?

Make sure you call:

- Our Member Services team at 1-800-600-4441 (TTY 711)
- Your PCP
- The District of Columbia Economic Security Administration Change Center at 202-724-5505

Important phone numbers



Emergency: 911

24-hour Nurse HelpLine:

1-800-600-4441 24 hours a day, 7 days a week, even on holidays, to speak with a nurse or to see a doctor

Member Services:

1-800-600-4441 (TTY 711) from 8 a.m. to 6 p.m. Monday through Friday to get answers about your benefits or your PCP, or to ask for an ID card or a provider directory

My local pharmacy:

for prescriptions

My primary care provider (PCP):

for appointments, referrals and authorizations

Other important numbers:



Your doctor and you

Your doctor is the key to all your health care needs like:

- Making sure you get all your preventive care, such as wellness visits
- Treating you when you're sick or injured
- Prescribing medicines you need
- Approving X-rays, lab work or other medical services

Did you know each of us, no matter what age, needs to have checkups with the doctor?

- Babies need to see their doctor at least seven times in the first two years. The first well-child visit will happen in the hospital after the baby is born. For the next six visits, you must take your baby to their PCP for important shots. After age 2, your child needs to have well-child visits at least once a year for a checkup.
- As an adult, it's good to visit your doctor once a year for a checkup — even if you don't feel sick. To help you remember, schedule your checkup in the same month as your birthday each year.



How to get ready for your doctor visit

It's a good idea to plan ahead for doctor visits. Decide what you want to talk about. Write down any questions or concerns you have and bring:

- Your Amerigroup ID card
- A list of any medications you're taking

What to expect during your visit

Seeing your PCP for regular checkups can help you stay healthy. During your visit, your PCP will:

- Talk with you about your past health history and your family's health history
- Give you a physical exam to check your body mass index, vision, hearing, blood pressure, reflexes and more
- Review your current medications and make sure you're taking them correctly
- Ask questions about your daily living habits like smoking, safety and more



Getting Care



Urgent care and after-hours care

Urgent care is care you get for a non-life-threatening, sudden illness, injury or condition that isn't an emergency but needs care right away. Call your PCP if your condition is urgent and you need medical help within 24 hours.

Talk to a nurse seven days a week, 24 hours a day, even on holidays.

If you can't reach your PCP, call the 24-hour Nurse HelpLine at 1-800-600-4441 (TTY 711). The nurse will help you:

- Find a doctor after hours or on the weekend
- Find an open Urgent Care Center or walk-in clinic
- Get answers to your medical questions or concerns

Emergencies

An emergency is a sudden or unexpected illness, severe pain, accident or injury that could cause serious injury or death if it's not treated right away. If you think the problem is so severe it may be life-threatening or cause serious damage, call 911 or go to the nearest hospital emergency room (ER).

If you're not sure you're having an emergency, call our 24-hour Nurse HelpLine at 1-800-600-4441 (TTY 711).



Is it an emergency?

Go to the ER if you . . .	Go to the urgent care if you . . .
Have trouble breathing	Have a cold or the flu
Are bleeding badly	Have a fever over 100.5 degrees Fahrenheit
Are having chest pains	Have a muscle strain

Reasons why you would not want to go to the ER if it's not an emergency:

- The waiting time can be very long
- The ER doesn't have your medical records
- ER doctors don't know you as well as your PCP

Call your PCP as soon as you can after you visit the ER or urgent care center. Your PCP can help you with your follow-up care.

No more missed appointments. Get a ride with us.



We offer no-cost transportation to nonemergency or routine trips to medically needed medical appointments and treatments.

Set up a ride

by calling Medical Transportation Management (MTM)
at 1-888-828-1081 (TTY 711).





Care during and after your pregnancy

What to do if you think you are pregnant

Call your PCP or obstetrician/gynecologist (OB/GYN) right away. This type of care is called prenatal care and can help you have a healthy baby.

What to do after you deliver your baby

If you just delivered your baby, be sure to set up a postpartum checkup with your PCP or OB/GYN. You may feel well and think you're healing, but it takes the body at least six weeks to mend after delivery.

- Schedule your postpartum checkup 21-56 days after you deliver
- If you delivered by C-section, your doctor may ask to see you for a one- to two-week post-surgery checkup, too; this is not a postpartum checkup





Your Amerigroup benefits

With Amerigroup, you get all your regular DC Healthy Families, DC Healthcare Alliance and Immigrant Children's Program benefits, plus extras for living healthy. All at no cost to you!

- Free Boys & Girls Club memberships for kids 6-18 at Boys & Girls Clubs of Greater Washington (District of Columbia locations only)
- GED vouchers for ALL tests for qualified members 18 and up
- Free Metro cards – up to \$25 each year
- Cellphone with free data, talk, texts and unlimited calls to Member Services
- Rides to community services, including Lamaze or birthing classes, fitness centers, job interviews and more
- \$15 in over-the-counter medicines every three months
- Video chat with doctors, day or night, through LiveHealth Online
- myStrength, a mental health and well-being app
- Amerigroup Community Resource Link – search for free and low-cost community services by ZIP code
- And more

Your dental and vision benefits

Your dental benefits are managed by DentaQuest. Your vision benefits are managed by Avēsis.* If you have questions about your dental or vision benefits, call:

- DentaQuest at 1-844-876-7918 (TTY 711)
- Avēsis Member Services at 1-833-554-1012 (TTY 711)



+For DC Healthy Families and Immigrant Children's Program members

Getting your medicines

You can get prescriptions filled at any pharmacy in your plan. To find a pharmacy in your plan:

- Visit www.myamerigroup.com/DC or
- Call Member Services at 1-800-600-4441 (TTY 711)

You can also ask the pharmacist if you don't know if a pharmacy is part of your plan.

Make sure you show your Amerigroup ID card when you pick up your prescription.



Your PCP has a list of commonly prescribed medicines. This list includes prescriptions and some over-the-counter medicines.

Did you know Amerigroup gives an extra benefit for some over-the-counter medicines? These medicines include cough syrup, ibuprofen and antacids. You can get up to \$15 worth of these medicines once every three months. Your PCP will write a prescription you can give to the pharmacist.

To learn more about getting your medicines, see your member handbook.

How to renew your benefits

Keep your health benefits! Renew on time with these simple steps:

Watch your mail – look for a renewal form from the Department of Human Services, Economic Security Administration (ESA) up to 90 days before your benefits end.

Complete the renewal form – fill out all the information; be sure to sign the form.

Return the renewal form on time – mail, call, fax or visit an ESA Service Center near you.

Look for next steps from ESA – if more information is needed, you'll get a letter that tells you what you need to do next; if ESA has all the information, you'll get a notice that tells you if your benefits will change.

Not sure what to do?

For more information, visit:

- www.myamerigroup.com/DC
- An ESA Service Center near you





Your Amerigroup resources

Member rights and responsibilities

As an Amerigroup member, you have a lot of rights and responsibilities. We've listed a few, but you can see your member handbook for more.

You have the right to:

- See a PCP or a backup 24 hours a day, 365 days a year for urgent care
- Talk with your PCP about your medical record and ask for a summary of that record
- Be treated with respect and dignity and have your personal health information kept private by health care providers, their staff and all Amerigroup associates

You have the responsibility to:

- Keep all medical appointments and be on time, call your doctor if you're going to be late, and call your doctor 24 hours before the visit if you need to cancel
- Call Member Services quickly if you need to update the information on your ID card, or register online at www.myamerigroup.com/DC to change your PCP
- Fill your prescriptions promptly and take your medicines as prescribed by your doctor

What if I get a bill by mistake?

As an Amerigroup member, you should never get a bill from your PCP or a specialist. If you do, call Member Services at 1-800-600-4441 (TTY 711).



What if I have a question or complaint?

If you have a problem or concern about your benefits, call Member Services at 1-800-600-4441 (TTY 711). If you have an urgent medical problem, it will be resolved within 24 hours. If you have a medical problem that is not urgent, it will be resolved within five days. If it's not a medical problem, it will be resolved in 30 days.

To learn more about your Amerigroup benefits and how to get them:

- Visit www.myamerigroup.com/DC to view the latest member handbook or provider directory online
- Call us at 1-800-600-4441 (TTY 711) to ask to have a copy mailed to you

Questions?

Reaching us is easy.

- Log in to your account at www.myamerigroup.com/DC
 - Send us a secure message or
 - Schedule a call back or
- Call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. Eastern time



We're here to help every step of the way!

በእርስዎ የጤና ክብካቤ ላይ፣ ከእኛ ጋር በመነጋገር ላይ፣ ወይም እኛ የምንልክልዎትን ነገሮች በማንበብ ላይ እገዛ ያስፈልግዎታል? የእኛን የሚነበቡ ነገሮች በሌሎች ቋንቋዎች እና ቅርጾች በእርስዎ ላይ ምንም ወጪ ሳያስከትልብዎት እንሰጥዎታለን። በነጻ የስልክ መሥመር በስልክ ቍጥር 1-800-600-4441 (TTY 711) ይደውሉልን።

건강 관리에 도움이 필요하십니까?
아니면 저희와 연락하시거나, 보내드리는 자료를 읽는 데 도움이 필요하십니까?
자료를 다른 언어 및 형식으로 무료로 제공해드립니다. 저희에게 1-800-600-4441 (TTY 711) 번으로 연락해 주십시오.

您在醫療保健方面、與我們交流或閱讀我們寄送的材料時是否需要幫助？我們可為您免費提供其他語言和格式的材料。請撥打我們的免費電話 1-800-600-4441（聽障專線 711）

Avez-vous besoin d'aide pour vos soins de santé, pour parler avec nous ou pour lire ce que nous vous avons envoyé ? Nous pouvons vous fournir gratuitement nos documents dans d'autres langues et formats. Appelez notre numéro gratuit 1-800-600-4441 (TTY 711).

Quý vị có cần trợ giúp liên quan tới chăm sóc sức khỏe, nói chuyện với chúng tôi, hoặc đọc nội dung chúng tôi gửi cho quý vị không? Chúng tôi có cung cấp tài liệu bằng các ngôn ngữ và định dạng khác mà không tính phí cho quý vị. Hãy gọi chúng tôi theo số điện thoại miễn cước 1-800-600-4441 (TTY 711).



An **Anthem** Company

Amerigroup resources

Member Services/24-hour Nurse HelpLine

1-800-600-4441 TTY 711

Dental - DentaQuest

1-844-876-7918 TTY 711

Transportation – MTM (Medical Transportation Management, Inc.)

1-888-828-1081 TTY 711

Vision – Avesis

1-833-554-1012 TTY 711



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-600-4441 (TTY 711).

¿Necesita ayuda con el cuidado de la salud, para hablar con nosotros o para leer lo que le enviamos? Le ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llame a nuestra línea gratuita al 1-800-600-4441 (TTY 711).