



# Your quick start guide

## to Amerigroup Community Care

# Welcome to Amerigroup.

**Your health is our priority** — and our experienced team is here to help you stay on top of it. We put together this booklet to help you begin using your plan. Read more to learn about:

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## Value-added benefits (VABs)

**We're about more than doctor visits. On top of your Medicaid benefits, we give you tons of extras called value-added benefits (VABs), such as:**

- Dental and Vision for adults 21 and older
- Healthy Rewards — receive up to \$75 in gift cards for completing annual preventive care services.
- A smartphone that comes with monthly data, talk, and text.
- A coupon book with over \$500 in discounts at local stores.
- Free, approved over-the-counter items with a prescription.
- \$75 toward electric, water, and heating bills for eligible members.
- GED exam voucher for all tests for members ages 19 and older (\$200 value).
- Community Resource Link: find housing, food, jobs and more.
- Work wardrobe and Uber gift card for college students.
- No-cost flu shots at participating pharmacies and a Flu Pandemic Prevention Kit for members ages 16-21.
- No-cost 24-hour Nurse HelpLine.

To learn more about VABs and how to request them, call Member Services at **800-600-4441 (TTY 711)**.

### Qualifying activities

You must show that you are completing at least 80 hours per month of a qualifying activity or combination of activities.

They include:

- Employment, including self-employment.
- On-the-job training.
- Job readiness.
- Community service.
- Vocational educational training.
- Enrollment in an institution of higher learning.
- Enrollment and active engagement in the Georgia Vocational Rehabilitation.
- Agency (GVRA) Vocational Rehabilitation program.

To learn more about Georgia Pathways' qualifying activities and definitions, visit [dch.georgia.gov/georgiapathways](https://dch.georgia.gov/georgiapathways).

## How to report your hours

You'll report the hours you spend completing qualifying activities each month. You must show you spend at least 80 hours per month completing qualifying activities. When you report your hours, you will need documentation to prove you completed one or more qualifying activities. There are a few ways you can report your hours:

- Visit [gateway.ga.gov](http://gateway.ga.gov) and log in to your Gateway Customer Portal.
- Mail the form template to your local DFCS office. Your envelope must be postmarked by the 17th of the reporting month.
- Visit your local DFCS office in person. Documentation must be stamped upon receipt by the 17th of the month of reporting.
- Call **877-423-4746** to report your hours and activities. You will also need to submit documentation online, by mail, or in-person by the 17th of the reporting month.

## How to find your member handbook and provider directory

### To view your member handbook online:

- Visit [myamerigroup.com/ga](http://myamerigroup.com/ga).
- Find your plan (Georgia Pathways).
- Select **Member Handbook**.
- Then, select the file at the bottom.

### To view your provider directory online:

- Go to [myamerigroup.com/ga](http://myamerigroup.com/ga).
- Select **Find a Doctor**.

If you'd like a copy of the handbook or directory mailed to you, you can call **800-600-4441 (TTY 711)**.



## Choosing your PCP and PCD

We give you the option to choose your PCP and PCD. Each family member can have a different provider, or you can choose one to take care of the whole family.

## Changing your PCP

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

- Visit [myamerigroup.com/ga](http://myamerigroup.com/ga).
- Select **Find a Doctor** to find PCPs who work with us.
- Log in to your account, and:
  - Select **My Account**.
  - Then, select **Change Your Primary Care Provider (PCP)** to make changes.



If you need help changing your PCP, call us at **800-600-4441 (TTY 711)**.

## Well-care visits with your PCP

Yearly Yearly doctor visits are important — even when you're not sick. Well-care visits are preventive exams that help your PCP learn more about your health now and take better care of you later.

If you haven't had a well-care visit this year, schedule one with your PCP within the first three months as a member, and then once a year after that.

We cover preventive exams for children and adults from PCPs who work with our plan without needing a referral. To learn more about well-care visits for adults and children, refer to your member handbook.

## Receiving your medicines

You can have prescriptions filled at pharmacies in your plan. To find a plan pharmacy, you can:

- Visit [myamerigroup.com/ga](http://myamerigroup.com/ga) and select **Find a Doctor**.
- Call Pharmacy Member Services at **833-205-6006 (TTY 711)**.



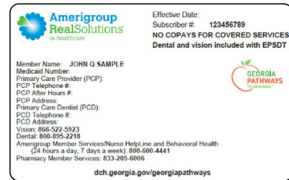
You can also ask the pharmacy if they accept your insurance.

To learn more about receiving your medicines, refer to your member handbook.

## Your member ID card

You'll receive your Amerigroup ID card in the mail soon. It tells you when your benefits start. Your primary care provider (PCP) and primary care dentist (PCD)\* are listed on the card, too. Please check their names. If they're not right, please call and let us know.

\* Only for Georgia Pathways members ages 19-20 .



## Where to go when you're sick or injured

We know health issues can come up anytime. Go to your doctor's office for issues that can wait until the next day or after the weekend. For minor problems when your doctor's office is closed, you can go to an urgent care center. If you have any life-threatening symptoms, call **911** or go to the ER right away.



### Urgent care center

- Minor burns or injuries
- Sprains and strains
- Bad coughs, colds, and sore throats
- Ear infections
- Allergic reactions (non-life-threatening)
- Fever or flu-like symptoms
- Bad rash or other skin irritations
- Mild asthma
- Animal bites
- Broken bones



### 911 or ER

- Severe chest pains
- Difficulty breathing
- Severe bleeding or head trauma
- Loss of consciousness
- Sudden loss of vision or blurred vision

If you're not sure where to go,

call 24-hour Nurse HelpLine at **800-600-4441 (TTY 711)** to talk to a nurse anytime, day or night.

## How to contact us

We are here to help. If you have questions, we are just a click or call away.

- To reach us online, log in to your secure online member account at **myamerigroup.com/ga**. You can send us a secure message or schedule a call back.
- To reach us by phone:
  - Call Member Services at **800-600-4441 (TTY 711)** Monday through Friday from 7 a.m. to 7 p.m. Eastern time.

## Our website and smartphone app puts control at your fingertips

Visit **myamerigroup.com/ga** and register for your secure online member account. After you register, you can:

- Change your PCP.
- Update your address.
- Find community resources.
- Find your member handbook or provider directory.
- Locate special learning courses for Georgia Pathways members.
- Find your Member Rights and Responsibilities.



## Download the Sydney Health mobile app on your smartphone now.

You'll need your member ID number and ZIP code to log in.

## How to renew

Stay with the plan you know. For step-by-step instructions about how to renew your plan, visit **myamerigroup.com/ga** and select **How to Renew**. If you need help renewing, call us toll free at **800-600-4441 (TTY 711)**.