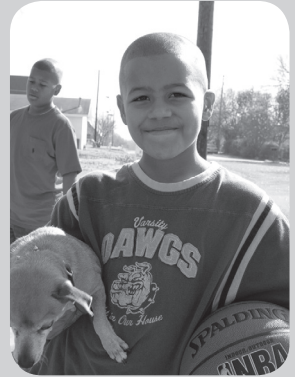


Amerigroup
RealSolutions[®]
in healthcare



Your quick start guide

to Amerigroup Community Care



Medicaid










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 get started 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), like:

-  ■ Being Healthy Brings Rewards — get up to \$75 in gift cards for getting annual preventive care services
-  ■ A smartphone that comes with monthly data, talk and text
-  ■ Adult dental benefits that include an exam and cleaning every six months and X-rays each year*
-  ■ Adult vision benefits that include a routine vision exam and glasses each year*
-  ■ A coupon book with over \$500 in discounts at local stores
-  ■ Boys & Girls Club membership for kids ages 6-18 (at participating clubs only; excludes summer camp)
-  ■ Boy Scouts and Girl Scouts membership and a free Journey book
-  ■ Round-trip rides to Medicaid-covered doctor visits
-  ■ Up to \$100 in reward cards for new and expecting moms who complete our Taking Care of Baby and Me® program

And so much more!

To learn more about VABs and how to get them:

- **Georgia Families and PeachCare for Kids® members**, call Member Services at 1-800-600-4441 (TTY 711)
- **Georgia Families 360°_{SM} members**, call the Member Intake Line at 1-855-661-2021 (TTY 711)

*Children get dental and vision care with their regular Medicaid benefits.

The health assessment

We know everyone's health is different. We'll send you a confidential survey soon after you join to see if you qualify for special health 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

Please complete the survey we mail to you and send it back to us. Or take it on our website:

1. Visit www.myamerigroup.com/GA
2. Go to **Your Health**
3. Click on **WebMD Health Appraisal**



Help us make your plan better!

How to get your member handbook and provider directory

To view your member handbook online:

- Go to www.myamerigroup.com/GA
- Click on your plan (Georgia Families Medicaid, PeachCare for Kids®, Planning for Healthy Babies® or Georgia Families 360°_{SM})
- Click on **Member Handbook**
- Then click on the file at the bottom of the page



To view your provider directory online:

- Go to www.myamerigroup.com/GA
- Click on **Find a Doctor**

If you'd like a copy of the handbook or directory mailed to you, just call 1-800-600-4441 (TTY 711)

Choosing your PCP and PCD

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

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/GA
- Click on **Find a Doctor** to see PCPs who work with us
- Log in to your account, and:
 - 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).

Want to change your PCD?

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

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

Well-care visits with your PCP

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. Children ages newborn to 3 years old need well care more often.

We cover preventive exams for children and adults from PCPs who work with our plan — no referral needed! To learn more about well-care visits for adults and children, see your member handbook.

Your member ID card

You'll get 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.



Dental and vision benefits

Get what you need to look your best — like new glasses and clean teeth!



- **Your dental benefits** are managed by DentaQuest. You can reach them at:
 - 1-888-278-7310 (TTY 1-800-466-7566) Monday through Friday from 8 a.m. to 5 p.m. Eastern time.
 - Georgia Families 360°SM members should call DentaQuest at 1-800-895-2218 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m. Eastern time.
- **Your vision benefits** are managed by Avēsis. You can reach them at 1-800-327-4462 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m. Eastern time.

If you have questions, give them a call.

Getting medicine

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

- Go to www.myamerigroup.com/GA and click on:
 1. **Find a Doctor**
 2. Or call Pharmacy Member Services at 1-833-205-6006 (TTY 711)

You can also ask the pharmacy whether or not it accepts your insurance.

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



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

Not sure where to go?

Call our 24-hour Nurse HelpLine at 1-800-600-4441 (TTY 711) to talk to a nurse anytime, day or night.

How to contact us

Have questions? We're just a click or call away!

- To reach us online, log in to your secure account at www.myamerigroup.com/GA, then:
 - Send us a secure message
 - Or schedule a call back
- To reach us by phone:
 - **Georgia Families and PeachCare for Kids® members**, call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m. Eastern time
 - **Georgia Families 360°SM members**, call the Member Intake Line at 1-855-661-2021 (TTY 711), available 24 hours a day

Our website and smartphone app — technology at your fingertips

Go to www.myamerigroup.com/GA and register for your secure account so you can:

- View your Member Rights and Responsibilities
 - Change your PCP
 - Update your address
 - Find community resources
 - View your member handbook or provider directory
 - Find special training for Georgia Families 360°SM members
- And more!

Get the Amerigroup Mobile app on your smartphone right 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 with us, go to www.myamerigroup.com/GA and click on **How to Renew**.

Need help renewing?

Call us toll free at 1-800-600-4441 (TTY 711).