

IA Health Link and Amerigroup Iowa

Navigating the Transition to
Amerigroup

Foster Care Caretaker Orientation



Who is Amerigroup Iowa?

- A partner with the Iowa Department of Human Services (DHS), which administers Medicaid through the IA Health Link program
- One of three statewide managed care organizations (MCOs) selected to offer Iowa Medicaid and Health and Wellness Plan coverage through the IA Health Link program

Why is there a transition?

- The Department of Human Services (DHS) looked at ways to redesign managing care in the Medicaid program.
- DHS identified a need for enhanced care coordination and service integration for adults and children.
- Amerigroup Iowa was chosen as one of four MCOs to address this need in Iowa to:
 - Enhance quality of care and access to services
 - Improve health outcomes
 - Create a more predictable and sustainable Medicaid budget

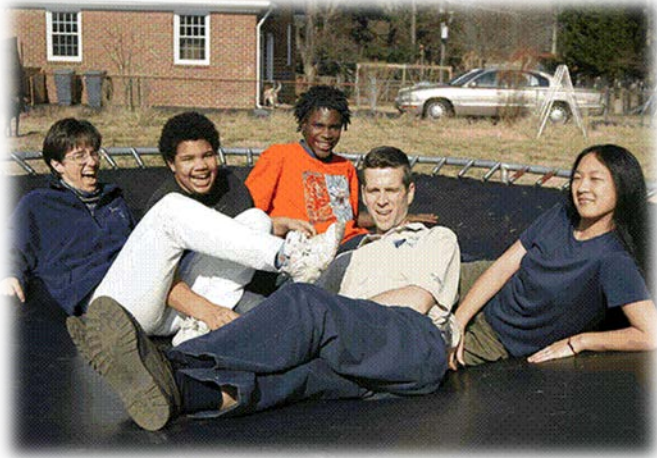
Program overview

- Amerigroup will coordinate care and benefits
- Same Medicaid benefits, based on medical necessity
- Children in foster care, subsidized adoptions or guardianship are covered if they meet the state's eligibility guidelines
- Independent enrollment brokers are available through Iowa Medicaid Member Services to provide:
 - Information on current Medicaid managed care plans
 - Conflict-free choice counseling in choosing an MCO

Amerigroup Iowa's main goals

Our goals in helping qualified Iowa children in foster care, subsidized adoptions and guardianship stay healthy include:

- Integrating care as part of members' overall health care
- Improving members' well-being and health outcomes



What's staying the same?

Case managers will stay involved in decisions on*:

- Medical care
- Placements
- Safety issues
- Medication
- Transportation
- Service choices

* For children in foster care, guardianship or subsidized adoption assistance.



What's changing?

- Care coordination team
- 24/7 Amerigroup On Call/Nurse HelpLine, available in over 150 languages
- Psychotropic medication management
- Standardized reporting and monitoring of health outcomes and key performance indicators
- Ombudsman for member advocacy



What is care coordination?

We'll help arrange the care youths need by:

- Assigning a Care Coordination Team
- Helping them partner with a care coordinator and case manager, who will identify and refer services to meet their needs, including:
 - Special health care needs
 - Transitional supports as youths reach adulthood
- Continuing to offer care through Integrated Health Homes and Chronic Condition Health Homes (for eligible youths)

What does an Amerigroup care coordinator do?

Care coordinators:

- Help youths get needed services by finding gaps in both physical and behavioral health care
- Educate families and team members about the service needs of youths

All youths will have a care plan to address their physical and behavioral health needs.

Amerigroup Member Services

- Our Member Services representatives are available to answer questions about your health care benefits, member handbook, ID cards and more
- You can call them Monday through Friday from 7:30 a.m. to 6 p.m. Central time (except holidays)



Psychotropic Medication Management

- Every youth with one or more psychotropic* medicines will have their medicines looked at by the Amerigroup Iowa medical director or pharmacy review team.
- The goal is to ensure:
 - Evidence-based medication guidelines are followed for youth
 - The medicine is right for the diagnosis

*Psychotropic medicines pertain to drugs that affect mood.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) checks (Iowa's EPSDT program is Care for Kids)

Early	Identifying problems early, starting at birth
Periodic	Checking children's health at periodic, age-appropriate intervals
Screening	Doing physical, mental, developmental, dental, hearing, vision and other screening tests to detect potential problems
Diagnosis	Performing diagnostic tests to follow up when a risk is identified
Treatment	Treating the problems found

EPSDT checks (cont'd)

EPSDT Checks include:

- Health and developmental history
- Physical exams
- Immunizations appropriate to age and health history
- Assessment of mental/behavioral health
- Family planning services and adolescent maternity care
- Tuberculin (TB) risk review and skin test
- Nutrition review
- Vision and hearing screenings

Periodicity Table

	INFANCY								EARLY CHILDHOOD								MIDDLE CHILDHOOD						ADOLESCENCE										
AGE ¹	PRENATAL ²	NEWBORN ³	3–5 d ⁴	By 1 mo	2 mo	4 mo	6 mo	9 mo	12 m	15 mo	18 mo	24 mo	30 mo	3 y	4 y	5 y	6 y	7 y	8 y	9 y	10 y	11 y	12 y	13 y	14 y	15 y	16 y	17 y	18 y	19 y	20 y	21 y	
HISTORY																																	
Initial/Interval	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
MEASUREMENTS																																	
Length/Height and Weight		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Head Circumference		•	•	•	•	•	•	•	•	•	•	•																					
Weight for Length		•	•	•	•	•	•	•	•	•	•																						
Body Mass Index												•	•	•	•	•	•	•	•	•	•												
Blood Pressure ⁵		★	★	★	★	★	★	★	★	★	★	★	★	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
SENSORY SCREENING																																	
Vision		★	★	★	★	★	★	★	★	★	★	★	★	• ⁶	•	•	•	★	•	★	•	•	★	•	★	•	★	•	★	•	★	•	★
Hearing		• ⁷	★	★	★	★	★	★	★	★	★	★	★	★	•	•	•	★	•	★	•	•	★	•	★	•	★	•	★	•	★	•	★
DEVELOPMENTAL/BEHAVIORAL ASSESSMENT																																	
Developmental Screening ⁸								•				•		•																			
Autism Screening ⁹												•																					
Developmental Surveillance ⁸		•	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Psychosocial/Behavioral Assessment		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Alcohol and Drug Use Assessment																						★	★	★	★	★	★	★	★	★	★	★	
PHYSICAL EXAMINATION ¹⁰		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
PROCEDURES ¹¹																																	
Newborn Metabolic/Hemoglobin Screening ¹²		←•→																															
Immunization ¹³		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Hematocrit or Hemoglobin ¹⁴						★			•		★	★		★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	
Lead Screening ¹⁵							★	★	• ^{or★¹⁶}		★	• ^{or★¹⁶}		★	★	★	★																
Tuberculin Test ¹⁷				★			★		★		★	★		★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	
Dyslipidemia Screening ¹⁸												★			★		★					★	★	★	★	★	★	★	★	★	★	★	
STI Screening ¹⁹																						★	★	★	★	★	★	★	★	★	★	★	
Cervical Dysplasia Screening ²⁰																						★	★	★	★	★	★	★	★	★	★	★	
ORAL HEALTH ²¹							★	★	• ^{or★²¹}		• ^{or★²¹}	• ^{or★²¹}	• ^{or★²¹}	• ²²			• ²²																
ANTICIPATORY GUIDANCE ²³	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

Initial health screen

- The initial health screen is the first tool we use to help develop the best plan to meet your child's health care needs.
- The initial health screen is available:
 - In your child's New Member Welcome Package – you can complete this copy and return it in the self-addressed envelope provided, or
 - Online – you can log in and complete the assessment at www.myamerigroup.com/IA

The initial health screen should be completed within 90 days of enrollment.

Taking Care Of Baby and Me[®]

This program offers support for mothers who are going to have or just had a baby, offering:

- Fast answers to their health questions 24/7 when calling Amerigroup On Call at 1-866-864-2544 (TTY 711)
- A special gift when going to a prenatal checkup
- A pregnancy book that shows easy ways they can take care of themselves

What is the role of the Amerigroup ombudsman?

- The Amerigroup ombudsman office provides private, fair help to members, their representatives and caregivers of Amerigroup Iowa members who have health care-related issues.
- We work with advocacy groups and state agencies to discuss trends and issues within the community, too.
- To reach the Amerigroup Ombudsman office, call 515-440-2147, ext.47403.

Value-added Benefits

In addition to your child's regular Medicaid benefits, Amerigroup offers extra benefits and services, plus the Healthy Rewards program.

- **FREE Boys & Girls Club Membership** for kids 6-18 at participating clubs in your area (excludes summer camp)
- **FREE comfort item**, such as a stuffed animal or journal for eligible children
- **FREE personal backpack** for belongings for eligible children
- **LiveHealth Online** so members can video chat with a doctor on their smartphones, tablets or computers, day or night
- **FREE Healthy Families Program** – Our program has information on exercise, making healthy choices and more for eligible children



Value-added Benefits (cont'd)

- **No copays**
- **High School Equivalency Test (HiSET) Assistance** – covers the cost of a prep course and a voucher to take the test for free
- **Mobile and web access** –to change doctors, update personal information, find community events, order a new ID card and more



Online self-service tools

- Member ID cards can be accessed online using the Amerigroup ID number.*
- All basic functions such as changing a PCP or finding a provider can be accessed online* or by calling Member Services.
- Anyone can research available PCPs or other providers online.
- Only approved Amerigroup personnel can make changes to this information through the member website or Member Services.

* www.myamerigroup.com/IA

Contact Us

- Amerigroup Member Services:
 - Phone: 1-800-600-4441 (TTY 711)
 - Email: mpsweb@amerigroup.com
 - Online: www.myamerigroup.com/IA
- Amerigroup Ombudsman: 515-440-2147, ext. 47403
- Iowa Medicaid Member Services: 1-800-338-8366