

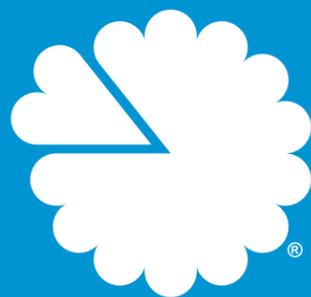


# Extras

you can really use

From the plan that puts you first.





Good health isn't just about getting care when you're sick. It's about living healthy, making good choices, and taking care of every bit of you – head to toe, mind and body. That's why we offer you all these extras on top of your regular IA Health Link and *hawk-i* benefits.

Use this booklet to find out more about each of the special benefits and services you can get with Amerigroup. The chart below helps you flip to the benefits that mean most to you and the people you take care of.

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Have questions about these benefits?  
Call Member Services at  
**1-800-600-4441 (TTY 711).**

## For all members

### Dental hygiene kit

Taking care of your teeth and gums is an important part of being healthy. That's why we will provide you with a dental hygiene kit every year. These kits have educational materials and supplies like:

#### For members from birth through age 1:

- Educational materials on the dental health of young children
- Children's toothpaste
- A child's toothbrush

#### For members ages 2-11:

- Kid-friendly educational materials and activities
- Children's toothpaste
- A child's toothbrush

#### For members age 12 and older:

- Toothpaste
- A toothbrush (soft or medium)
- Dental floss

#### Who is eligible?

All Amerigroup members

#### How to get your oral hygiene kit

Call Member Services at **1-800-600-4441 (TTY 711)** and ask for your kit. We'll send it to you in the mail.

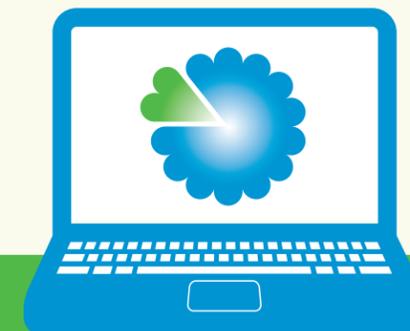


### Amerigroup Community Resource Link

We offer an easy-to-use online resource so you can easily find free and low-cost services available in your community. Amerigroup Community Resource Link is searchable by ZIP code and has information about programs and events offered near you.

#### Who is eligible?

All Amerigroup members



### How to get the Amerigroup Community Resource Link

Visit [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA) and click on Your Community. If you can't get on a computer or smartphone with Internet service, call Member Services at **1-800-600-4441 (TTY 711).**

**They'll be happy to help.**

## Home-delivered meals

When you leave the hospital, we don't want you to worry about anything but getting better. If you were recently discharged, we'll have meals for you and three (3) family members delivered straight to your door for up to five (5) days.



### Who is eligible?

Amerigroup members who have been recently discharged from the hospital and are deemed eligible by a case manager

### How to get your home-delivered meals

Please tell your case manager if you would like this benefit. He or she will let you know if you are eligible and give you more information.

## Post-discharge stabilization kit

It's important to take care of yourself after you leave the hospital. We offer a kit with tools to help. This kit includes items like:

- Educational materials on how to take care of yourself at home
- Reminder tools to help you keep your follow-up appointments

- Support devices to make it easy to follow your medication and treatment plans
- Solutions for linking telemonitoring to recovery plans

### Who is eligible?

Amerigroup members who stayed in a hospital for more than seven (7) days and have been recently discharged, with approval from your case manager

### How to get your post-discharge stabilization kit

Please tell your case manager you would like the post-discharge stabilization kit. He or she will let you know if you are eligible and give you more information.

## Counseling to help you quit using tobacco

Quitting smoking or using other tobacco products is a big step to take toward a healthier lifestyle. Amerigroup offers a free counseling program to help. Our program includes:

- Unlimited calls to a health coach for tips and advice
- Nicotine replacement therapy, such as lozenges and gum
- Educational materials – both printed and online

### Who is eligible?

All Amerigroup members who use tobacco

### How to join the program to quit smoking

Call Member Services at **1-800-600-4441 (TTY 711)** and ask to join our stop-smoking program.



## Weight Watchers®

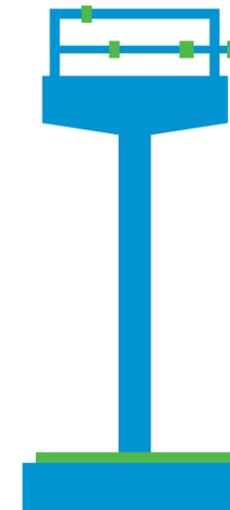
We know it can be hard to lose weight, but we can help! With Amerigroup, you can get a Weight Watchers voucher to help you develop a healthy lifestyle and meet your weight-loss goals. With this voucher, you'll get:

- No sign-up fees
- Thirteen weeks of free weight management meetings

### Who is eligible?

Amerigroup members who are:

- 18 or older
- Diagnosed as obese by their doctor
- Referred by their case manager or treating provider



### How to get your free Weight Watchers voucher

Call Member Services at **1-800-600-4441 (TTY 711)** and let us know that you would like the voucher. If you are eligible, we will mail the voucher to your home address.



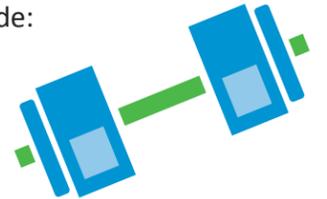
## Personal exercise kit

Getting regular exercise is good for your body and mind. With Amerigroup, you can get a personal exercise kit to help you get moving at home. Your kit will include equipment to help you:

- Maintain muscle tone while increasing strength, flexibility and mobility
- Improve your overall health

The exercise kit may include:

- Exercise band
- Weights
- Water bottle
- Squeeze ball



### Who is eligible?

Amerigroup members who are:

- 18 or older
- Diagnosed as obese by their providers
- Referred by their case manager or treating provider

## How to get your personal exercise kit

Call Member Services at **1-800-600-4441 (TTY 711)** to ask for an exercise kit.

## Boys & Girls Club membership

Children should have a safe place to get active, make friends and have fun. Boys & Girls Clubs offer all of this and more to kids in your community. And with Amerigroup, you can get a membership, worth up to \$40, for free.



### Who is eligible?

All Amerigroup members ages 6-18

### How to get your

#### Boys & Girls Club membership

Just present your Amerigroup member ID card at your local participating Boys & Girls Club. Call Member Services at **1-800-600-4441 (TTY 711)** for a list of participating clubs in your area.



## Healthy Families program

Healthy Families is a six-month program designed to help families with overweight or obese children form healthier habits. You'll learn about the importance of good nutrition and exercise, with:

- Help from a health coach you can call to get health tips and advice
- Educational materials to help your family learn how to eat and live healthier



### Who is eligible?

All Amerigroup families with children ages 7-13 who are one of the following:

- Overweight
- Obese
- At risk for becoming overweight or obese

## How to start the Healthy Families program

If your family qualifies for the Healthy Families program, we may call you and ask if you'd like to join. If you do, we'll give you all the information you need to get started.

If you don't get a call from us and you'd like to join the Healthy Families program, call us at **1-888-830-4300 (TTY 711)**.

Let us know you'd like to join.

If your family qualifies, we'll help you get started.

## Personal backpack for belongings

Moving around can be tough, especially for children. We'll give your kids backpacks so they can have something of their own to put their things in. We update the choices on a regular basis so kids have the latest styles to choose from. Plus, we'll fill them with items like:

- School supplies
- Journals
- Drawing supplies
- Health education tip sheets



### Who is eligible?

All Amerigroup members participating in one of these waiver programs:

- Foster Care
- Subsidized Adoptions
- Guardianship

### How to get a personal backpack

Call Member Services at **1-800-600-4441 (TTY 711)** and ask for a personal backpack for your child.



## Comfort item

Comfort items can help children feel secure when things around them are changing. To help, we offer stuffed animals, journals and other items to children and young adults who qualify.



### Who is eligible?

All Amerigroup members participating in one of these waiver programs:

- Foster Care
- Subsidized Adoptions
- Guardianship

### How to get a comfort item

Call Member Services at **1-800-600-4441 (TTY 711)** and ask for a comfort item for your child.

**Your health.  
Your independence.  
Your life.**  
We're more than just a health plan.

# Certain waiver and other program members

## Extra minutes and unlimited texts through SafeLink\* phone service

Amerigroup partners with SafeLink Wireless® to offer special mobile phone service. You can get a free cellphone, unlimited texts, and up to 350 free monthly minutes to call family, friends and doctors! Plus, we'll give you these great extra services just for being our member:

- 200 one-time bonus minutes at signup
- 100 bonus minutes annually for your birthday
- Free optional health text messages

### Who is eligible?

Iowa Medicaid and Health and Wellness Plan members are eligible EXCEPT if they:

- Have a Lifeline phone in the household already
- Have another Lifeline phone benefit
- Live in an area without a 911 number

If you have an existing Lifeline plan, you can opt out of your current service to get the Amerigroup benefit through SafeLink.

This benefit is available to one member per household. If you are an Amerigroup member who is under 18 and would like to get this benefit, you will need your parent or guardian to enroll for you.

### How to get your free cellphone

Please tell your case manager if you would like the free SafeLink service. He or she will help arrange the delivery of the phone and service setup for you.

To enroll in the SafeLink plan and get your free phone:

- Go online to [www.SafeLink.com](http://www.SafeLink.com) or
- Fill out and mail back the application that SafeLink mails to you.

You can go to [www.SafeLink.com](http://www.SafeLink.com) to find out if this benefit is offered in your area.

If you'd like to learn more about the mobile phone benefit before you sign up, call Amerigroup at **1-800-600-4441**. Please note that phone models are limited, and service may not be offered in all areas.

\*SafeLink Wireless® is a Lifeline-supported service. Lifeline is a government benefit program. Only those who qualify may enroll in Lifeline. It can't be transferred. It is limited to one per household. You may need to show proof of income or that you take part in the program to enroll.

## Extra personal care attendant support

If you want to stay in your own home, we'll help you get the support you need. That's why we cover extra personal assistance hours to help you live your life independently. With Amerigroup, you can get more help from your personal care attendant (PCA) for things like:

- Dressing
- Bathing
- Household chores
- Shopping

Eligible members can get up to twenty (20) extra hours of PCA support per year, on top of your regular Medicaid benefit.

### Who is eligible?

Amerigroup members with PCA needs participating in one of these waiver programs:

- AIDS/HIV
- Brain Injury
- Elderly
- Health and Disability
- Intellectual Disability
- Physical Disability

PCA support may also be available to members living in long-term or transitional care facilities that need help transitioning back into the community, with approval from your case manager.

### How to get your additional personal care attendant support

Please tell your case manager if you would like extra personal care attendant support. He or she will let you know if you are eligible and give you more information.



## Additional respite care services

Your caregivers look out for your needs, so we want to be here for them. That's why we offer extra respite care for times your caregiver is ill or has a family emergency. That way, he or she can take some time off, and you can keep getting the care you need.

Regular caregivers or personal care attendants of eligible members get:

- Ten (10) in-home hours of additional respite care services per year
- Two (2) out-of-home days of additional respite care services per year

### Who is eligible?

Amerigroup members participating in one of these waiver programs:

- AIDS/HIV
- Brain Injury
- Elderly
- Children's Mental Health
- Health and Disability
- Intellectual Disability

Extra respite care may also be offered to members living in a long-term or transitional care facility who need respite care services to transition back into the community, with approval from your case manager.

### How your caregiver can get extra respite care services

Please tell your case manager if you would like extra respite care services for the person helping you. He or she will let you know if you are eligible and tell you more about how to get them.

## Assistive devices

We cover assistive devices to help keep you safe and independent. Assistive devices are tools to help you with daily tasks, such as:

- Long-reach brushes
- Extra-long shoe horns
- Transfer boards
- Non-slip grippers

Eligible members can receive up to \$250 in assistive devices per year.



### Who is eligible?

Amerigroup members participating in one of these waiver programs, with approval from your case manager:

- AIDS/HIV
- Brain Injury
- Elderly
- Health and Disability
- Intellectual Disabilities
- Physical Disability

### How to get your assistive devices

Call Member Services at **1-800-600-4441 (TTY 711)** to ask for an assistive device.

Please tell your case manager if you would like assistive devices. He or she will let you know if you are eligible and tell you more about this benefit.

## Durable medical equipment and supplies

Need tools to help with daily living that aren't covered by IA Health Link and *hawk-i*? We cover durable medical equipment (DME) and supplies to help bridge the gap. Eligible members can receive up to \$200 a month in equipment and supplies, including items like:

- Incontinence, ostomy and diabetic supplies
- Orthopedic braces
- Assistive technology

### Who is eligible?

Amerigroup members participating in one of these waiver programs:

- AIDS/HIV
- Brain Injury
- Elderly
- Health and Disability
- Intellectual Disabilities
- Physical Disability



### How to get your durable medical equipment (DME) and supplies

Please tell your case manager if you would like these items. He or she will let you know if you are eligible and give you more information.

### Community reintegration benefit

Moving home from a nursing facility? We'll help make the change easier. Eligible members can get a one-time benefit up to \$2,500 to help with the move. The benefit can be used on expenses such as:

- Household goods
- Deposits for utilities
- Rent

#### Who is eligible?

Amerigroup members:

- Participating in a Home- and Community-Based Services (HCBS) waiver program and currently living in a nursing facility or
- An ICF/ID-eligible member who wants to move back into a home-based setting and whose needs are greater than the current benefits offered through Money Follows the Person.

### How to get your community reintegration benefit

You must have approval from your case manager. Please call your case manager if you would like help moving home from a facility. He or she will let you know if you're eligible and work with you to decide what kind of help and services you need.

### Help getting ready for the High School Equivalency Test (HiSET)

We want to help you pass the High School Equivalency Test (HiSet). We'll cover the cost of a prep course and give you a voucher so you can take the test for free.

#### Who is eligible?

Any Amerigroup member who has not completed high school and is participating in the:

- Foster Care waiver program
- Subsidized Adoptions waiver program
- Guardianship waiver program
- Non IV-E Adoption Assistance waiver program

#### How to get HiSET assistance

Please call your case manager if you would like HiSET help. He or she will tell you more about it. Once you pass the prep classes, we will give you a test voucher so you can take the HiSET for free.

### Financial management support

Improving your personal finances can reduce your stress level, which leads to a happier and healthier you. We offer financial education and coaching to help you out. You can get:

- A financial health assessment
- Access to a financial help desk
- Online classes and materials to help you learn about and manage your finances

#### Who is eligible?

Amerigroup members participating in one of these waiver programs:

- Brain Injury
- Health and Disability
- Intellectual Disability
- Physical Disability



#### How to get your financial management support

Please tell your case manager if you would like financial management support. He or she will let you know if you are eligible for this benefit and tell you more about it.

### Travel training

Getting around on your own is a big part of being independent, staying connected with your friends and community, and feeling good about yourself. To help you learn how to use public transportation so you can get to your job or activities around town, we cover up to 10 hours of travel training.

#### Who is eligible?

Amerigroup members participating in one of these waiver programs:

- Brain Injury
- Intellectual Disability
- Physical Disability

#### How to get your travel training:

Please tell your case manager if you would like travel training support. He or she will let you know if you are eligible for this benefit and give you more information.

### Help finding a job

Being part of a team and doing work you enjoy can help you stay independent and connected – and it can put some cash in your pocket. For eligible members, we'll support you in finding a job that's right for you with:

- Up to ten (10) hours a year of job search help
- Two (2) job placements a year

#### Who is eligible?

Amerigroup members participating in the Brain Injury or Intellectual Disability waiver programs

#### How to get help finding and getting a job

Please tell your case manager if you would like help finding a job. He or she will let you know if you are eligible for this benefit and give you more information.



### Self-advocacy memberships

Want to improve your public speaking skills? Learn about how to keep a job? Know more about your rights as a person with disabilities? There are organizations in Iowa who coach people with disabilities on how to live a full, independent life. We offer eligible members some money every year to use to attend a conference or event sponsored by:

- Iowans with Disabilities in Action
- NAMI-Iowa
- Area Agencies on Aging

You can also get a yearly membership in one of these advocacy groups:

- National Council on Independent Living
- TASH
- Self-Advocates Becoming Empowered
- Autistic Self-Advocacy Group

#### Who is eligible?

Amerigroup members participating in one of these waiver programs, with approval from your case manager:

- Brain Injury
- Health and Disability
- Intellectual Disability
- Physical Disability

### How to get your self-advocacy membership

You can contact Member Services at **1-800-600-4441 (TTY 711)** and request a membership.



We offer translation and oral interpretation services for all languages at no charge. To get these services, call Member Services toll free at 1-800-600-4441 (TTY 711).

Ofrecemos servicios de traducción e interpretación oral para todos los idiomas sin costo. Para recibir estos servicios, llame a la línea gratuita de Servicios al Miembro al 1-800-600-4441 (TTY 711).

