

2020 Quality update for Amerigroup Community Care members

Every year, we review the quality of our healthcare services and think about ways we can improve. This is called our Quality Management program. It also includes:

- Working with industry leaders to review the care our members receive and compare results against best practices.
- Sending surveys to members for direct feedback about our health plan and our providers.
- Offering new or improved programs that support new or boost current quality goals.

This update shows you certain areas we improved on this year according to the:

- The National Committee for Quality Assurance’s (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) tool
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey results

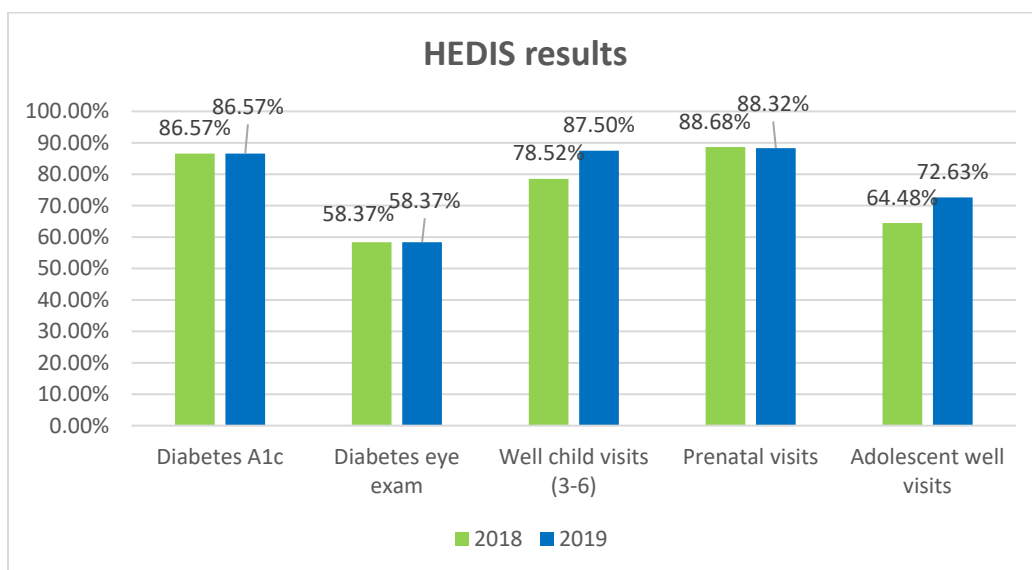
NCQA

NCQA scores Amerigroup each year. We have scored a 3.5 NCQA Star Rating for 2020. That means we meet strict guidelines for the best healthcare.

Healthcare Effectiveness Data and Information Set (HEDIS)

HEDIS is a tool health plans use to help measure the level of quality of care members receive.

The below table compares some of our healthcare services over the past two years. Increases in rates show that our doctors work with our members to ensure they receive timely and appropriate care and services.

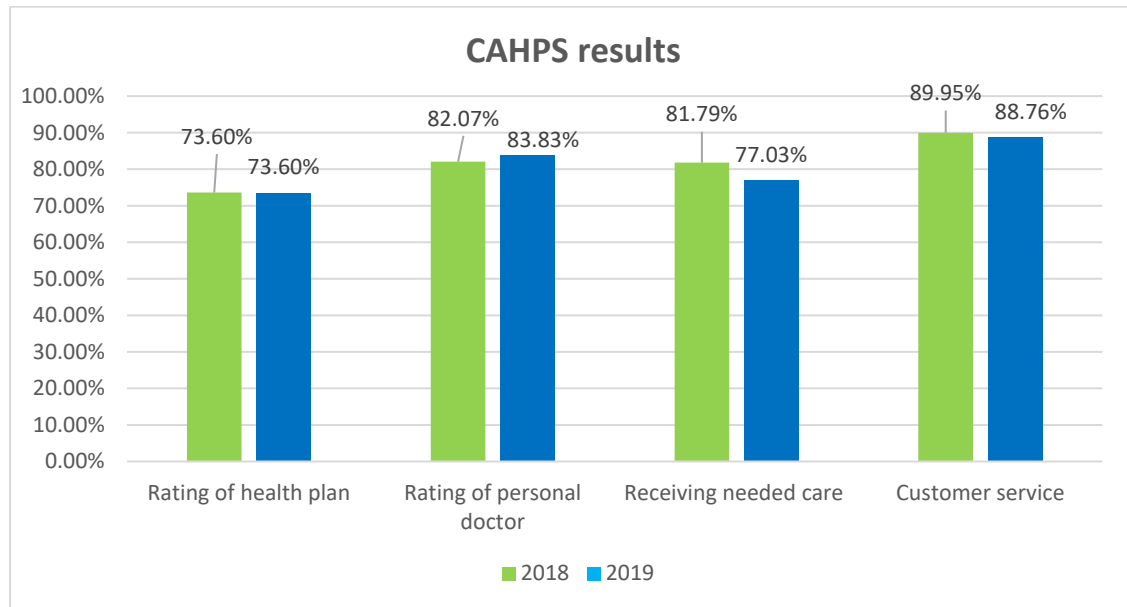


CAHPS member satisfaction survey

Through our yearly survey, we learn how we can make our benefits better and add new options our members want. Mailed every January, the survey asks questions about several topics, such as:

- How pleased you are with your health plan.
- How pleased you are with the services you receive.
- How easy it is to get care.
- How easy it is to communicate with your doctor.

The table below compares some of the ratings from adult members over the past two years:



Based on our members' feedback, we will continue to focus on improving in these areas:

- Strengthening the providers in the health plan network
- Improving appointment times and availability
- Improving Member Services information and tools

If you receive a survey from us, please complete it. Your feedback matters greatly to us.

Member committees

Knowing what matters to you can help us provide new and helpful services. We meet with a committee of members quarterly to receive feedback about our programs and services so we can improve them for you and all members. If you want to join the committee, please call 800-890-0807 (TTY 711) to sign up.

How to learn more about our Quality programs

You can learn how it works, our scores, and how we are meeting our goals by calling Amerigroup Quality Management at 877-453-4080 (TTY 711). You can ask to tell you about our program, including our goals, processes, and results. You also can ask us to send you a no-cost copy in the mail.

Do you need help with your healthcare, 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 800-600-4441 (TTY 711).

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