

# Important Plan Information



## Member Handbook Update

Please read this with care and keep it with your member handbook.

**Important changes to your extra benefits start September 1, 2018.**

Below is the updated chart for the **What extra benefits do I get as a member of Amerigroup? How can I get these services?** section of your handbook:

Value-added benefit	How to get it
<p>Real Solutions® Healthy Rewards debit card for completing these healthy activities:</p> <ul style="list-style-type: none"> <li>• \$120 for completing 6 Texas Health Steps checkups per the Texas Health Steps visit schedule, for children ages 0-15 months (refer to the <b>What is Texas Health Steps?</b> section of this handbook)</li> <li>• \$20 per visit for Texas Health Steps checkups at ages 18, 24, or 30 months</li> <li>• \$20 each year for completing Texas Health Steps checkups, for ages 3-20 years old</li> <li>• \$20 for getting a full series of the rotavirus vaccinations (shots or other type of vaccine) (2-3 visits on different days depending on type of vaccine), for children ages 42 days through 24 months of age</li> <li>• \$20 for getting a full series of flu (influenza) vaccinations (2 vaccinations on different days), for children ages 6 months through 24 months of age</li> <li>• \$25 for a woman who has a prenatal checkup in her first trimester of pregnancy or within 42 days of joining the health plan</li> <li>• \$50 for a woman who has a postpartum checkup within 21 to 56 days after giving birth</li> <li>• \$20 each year for having a retinopathy eye exam, for members age 18-75 with diabetes</li> <li>• \$20 every 6 months for getting a blood sugar test (HbA1c) for members age 18 or older with diabetes</li> <li>• \$20 every 6 months for getting a blood sugar</li> </ul>	<p>Call 1-877-868-2004 or go to <a href="http://www.myamerigroup.com/HealthyRewards">www.myamerigroup.com/HealthyRewards</a> to learn more.</p> <p>In order to get your rewards you must:</p> <ul style="list-style-type: none"> <li>• Join the Healthy Rewards program</li> <li>• Request (ask for) your reward within 6 months after you complete an activity</li> </ul> <p>Activities will be verified with claims sent by your doctor.</p>

Value-added benefit	How to get it
<p>test (HbA1c) with a result less than 8, for members age 18 or older with diabetes</p> <ul style="list-style-type: none"> <li>• \$20 each year for getting a cholesterol exam, for members age 21 or older with cardiovascular disease</li> <li>• \$20 each year for getting a flu (influenza) vaccination, for members age 18 or older</li> </ul>	
<p>myStrength™ secure web and mobile tools you can use 24/7 to help improve your mental and emotional health</p>	<ol style="list-style-type: none"> <li>1. Visit <a href="http://www.mystrength.com/amerigroup.tx">www.mystrength.com/amerigroup.tx</a>.</li> <li>2. Choose Sign up.</li> <li>3. Complete a brief, myStrength Wellness Assessment and personal profile.</li> </ol>
<p>24-hour Nurse HelpLine — nurses are available 24 hours a day, 7 days a week for your health-care questions</p>	<p>Call 1-800-600-4441 (TTY 711).</p>
<p>Help getting rides to:</p> <ul style="list-style-type: none"> <li>• Medical appointments when the HHSC Medical Transportation Program isn't available</li> <li>• Pregnancy, birthing, or newborn classes for pregnant members</li> <li>• Women, Infants, and Children (WIC) offices</li> <li>• Member Advisory Group meetings</li> </ul>	<p>Call 1-800-600-4441 (TTY 711).</p> <p>For rides to WIC offices and Member Advisory Group meetings, every member can get one ride per month, with up to 12 rides each year.</p>
<p>Up to \$50 per semester for a Boys &amp; Girls Club basic membership for members ages 6 to 18 where available</p>	<p>Go to your local Boys &amp; Girls Club.</p>
<p>One sports or school physical every year for members ages 6 to 18</p>	<p>See your primary care provider.</p>
<p>First Aid Kit — complete a personal disaster plan online so you'll be ready in an emergency, and get a free first aid kit (1 kit per member per lifetime)</p>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p>
<p>Dental hygiene kit for members age 21 and older — 1 kit per year</p>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p>
<p>Taking Care of Baby and Me® program — A rewarding way to keep our pregnant members, new moms, and babies healthy and happy.</p>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p>

Value-added benefit	How to get it
<ul style="list-style-type: none"> <li>• When you're pregnant, you'll get a special self-care book with tips on caring for yourself and your baby while you're pregnant</li> <li>• After you have your baby, you'll get an educational book about taking care of your baby and yourself after your postpartum checkup</li> </ul>	
<p>Free cellphone/smartphone through the Lifeline program with monthly minutes, data, and texts. If you qualify, you also get:</p> <ul style="list-style-type: none"> <li>• Unlimited calls to Member Services and member advocates for calls placed through Member Services</li> <li>• 200 bonus minutes when you join</li> <li>• 100 bonus minutes for your birthday</li> </ul>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p> <p>Birthday bonus minutes start the month after you join.</p> <p>To see if you qualify for the federal Lifeline Assistance program, go to <a href="http://safelinkwireless.com">safelinkwireless.com</a> and fill out the application.</p>
<p>Help to quit smoking — education and phone support with your own personal coach and a full range of nicotine replacement therapies as needed for members age 18 and older (when no other Medicaid benefits are available to help you quit smoking)</p>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p>
<p>Allergy-free pillow cover (1 per year) for members age 20 and younger who have been diagnosed with asthma and participate in a disease or case management program</p>	<p>Call 1-800-600-4441 (TTY 711) or go to <a href="http://www.myamerigroup.com/TX">www.myamerigroup.com/TX</a> to learn more.</p>

**Have questions?** Call Member Services toll-free at 1-800-600-4441 (TTY 711), Monday through Friday from 7 a.m. to 6 p.m. Central time.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.