

<Date>

<Member First and Last Name>

<Member Address>

<Member Address>

<City, State ZIP>

Dear Member:

Beginning January 18, 2017, you'll get your incontinence supplies from Longhorn Health Solutions instead of our current vendor. You don't need to do anything. You'll keep getting any ongoing orders as scheduled. A Longhorn Health Solutions customer service representative will call you 2 weeks before your delivery to confirm:

- Your address
- Your supplies
- Your delivery schedule

If you have any questions about your order, call Longhorn Health Solutions at 1-866-295-2319 Monday through Friday from 8 a.m. to 5 p.m. Central time.

If you have questions about this change, call Amerigroup Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 7 a.m. to 6 p.m. Central time. STAR Kids members, call 1-844-756-4600 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. Central time.

Thank you for being our member.

Sincerely,

Amerigroup

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.