

Looking for ways to get you what you need

We focus on getting you the health care and services you need — from durable medical supplies to personalized service.

We recently partnered with Longhorn Health Solutions, based in Austin, to help provide incontinence supplies and services to members across the state. We did this because we care about you.

Longhorn Health Solutions has an incontinence quality program with dedicated coaches to help you understand your incontinence needs. Longhorn's coaches want to improve your quality of life by helping you find the right incontinence product, in the right size, and in the right amount. With Longhorn:

- Nearly all brands and sizes of incontinence supplies are available. If you want a certain brand or feel you need a different size, call them and they will help.
- Members of all ages, from children to adults, can get services.
- You can have your supplies mailed and scheduled to arrive when you want them.
- You can get help with other medical supply services including nutritional and ostomy supplies, catheters, wound treatment, and more.

We chose Longhorn because they are caring and trustworthy, and we believe in the services they offer.

Respecting you and your choices

While Longhorn has all the services you need, you may want to opt out and choose another provider. You can opt out for any reason, but we only accept opt-out requests from our members. Your provider cannot request to opt out on your behalf.

To choose another provider, please call Amerigroup Member Services toll-free at 1-800-600-4441 (TTY 711) and ask to speak with a Member Advocate. STAR Kids members, call 1-844-756-4600 (TTY 711). The provider you choose must be in the Amerigroup health plan.

A Member Advocate will:

- Talk to you about your concerns and needs
- Confirm your choice
- Help coordinate with Amerigroup so we can give permission to your provider

We understand that change is not always easy and you may have questions. Please remember that the choice is always yours and no one should influence your decision about which provider you choose.

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.

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