

Quality Improvement Program

At Amerigroup, your health is important to us — and our experienced team can help you stay focused on it. Our Quality Improvement program works hard to improve our members' services. Each year, we measure the quality and safety of our programs so we can:

- Find ways to make them better
- Create new programs

What tells us how we're doing?

We use tools like:

- **Healthcare Effectiveness Data and Information Set (HEDIS®)** — this measures quality of our care and services
- **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** — this is a survey that lets members give feedback on our plan

This year, we want to make sure:

- Our members get quality care and services
- We understand members' cultures and languages
- We improve members' health and help them stay healthy

2018 HEDIS results

HEDIS is a set of measures accredited health plans use to tell them about the quality of their care and services. We track over 50 health care items. We compared it to the average Medicaid rate in the United States.

Below is an example of results for Amerigroup Texas, Inc. The results help us make sure members get the services they need to:

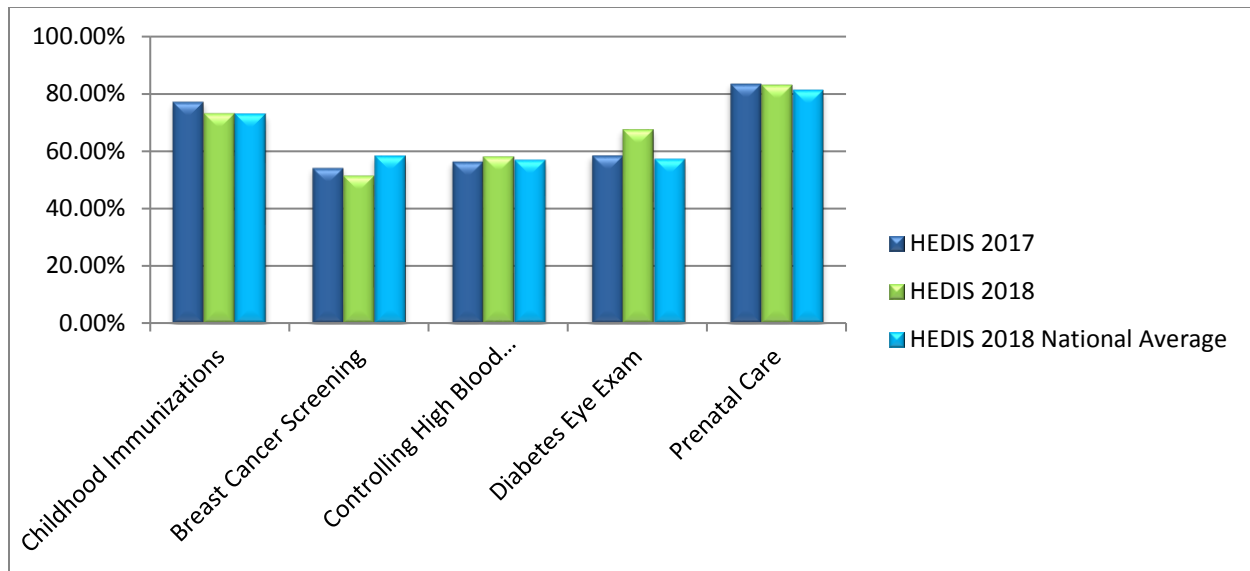
- Stay healthy
- Find health problems early so they can be treated sooner

Of the 22 main HEDIS measures we monitored during calendar year 2017, 57.14 percent were at or above the national average. This is a 1.85 percent decrease from 2016.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

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.



HEDIS 2018 data reflects calendar year 2017 performance.

Childhood immunizations — shots or vaccinations

- These shots or vaccinations are a series of shots children should get at scheduled months before their 2nd birthday to help keep them healthy.
- Shots or vaccinations can prevent many serious illnesses, such as hepatitis, polio, flu, and pneumonia.
- 72.91 percent of Amerigroup members got their full schedule of shots by 2 years old.
- Amerigroup members:
 - Make sure your child has all of his or her shots — don't wait; call your child's doctor today.
 - Did you know that teenagers and adults need immunizations, too? Talk to your doctor to find out what shots you need to stay healthy.

Breast cancer screening

- A breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease.
- Mammograms and breast exams are ways to screen for breast cancer.
- The decision to have a mammogram for a woman between age 40-49 years is between the woman and her doctor.
- Women age 50-74 years should have an exam at least every 2 years.
- 58.25 percent of Amerigroup women between ages 50-74 years were screened for breast cancer.
- Amerigroup members:
 - Call your doctor today to schedule an appointment for your mammogram.

Controlling high blood pressure

- High blood pressure, also known as hypertension, is a very serious medical condition.
- If not controlled, high-blood pressure can lead to many other illnesses, like stroke, kidney disease and sometimes death.
- A blood pressure reading of 140/90 and less is controlled.
- 56.86 percent of Amerigroup members with high blood pressure got it under control.
- We want all members to have a healthy heart with controlled blood pressure.
- Amerigroup members:
 - Talk to your primary care provider if you have high blood pressure or think you might have it.
 - Eating a healthy low-salt diet, exercising, and taking medicine are a few ways to control blood pressure.
 - Decide what's best for you by talking to your doctor.

Diabetes eye exams

- 57.13 percent of Amerigroup members with diabetes received an eye exam during the year.
- Amerigroup members with diabetes:
 - You should have a dilated eye exam every year. This will help protect your eyes and help prevent blindness.
 - Have you had your yearly eye exam? If not, please make an appointment with your eye doctor today.
 - We'll help you find an eye doctor if you don't have one. Please call the Member Services number on your Amerigroup member ID Card.

Prenatal care

- 81.13 percent of Amerigroup members who were pregnant had a prenatal care visit either during their first trimester or within 42 days of joining Amerigroup.
- Amerigroup members who are pregnant:
 - Get routine prenatal care visits. This helps determine if things are going well during your pregnancy.
 - Please schedule an appointment with your doctor.

2018 CAHPS results

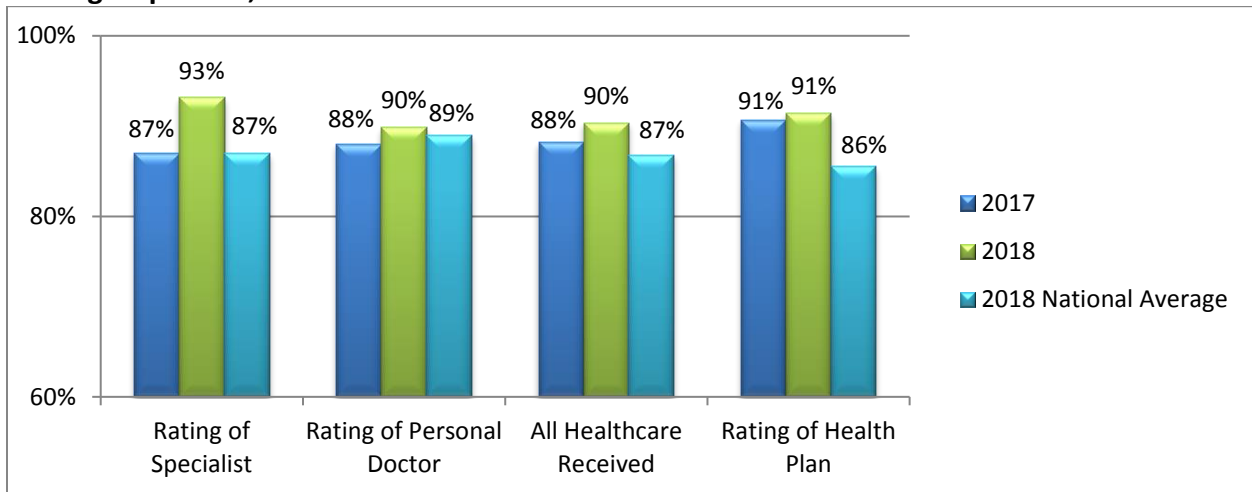
Amerigroup is committed to keeping our members happy. Every year, starting in January, we send a *Member Satisfaction Survey* to a random sample of members. This is called the CAHPS survey. We use tools like the CAHPS survey to let members give feedback on:

- The health plan
- Providers
- Their experience getting the care they need

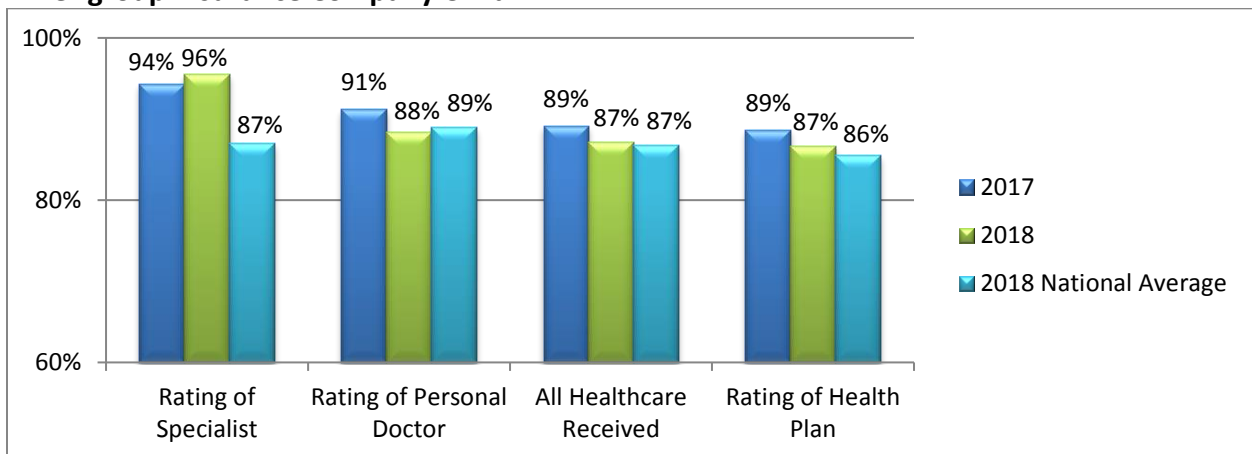
The results tell us how we can better serve our members.

The child survey results for Amerigroup Texas, Inc. and Amerigroup Insurance Company are below.

Amerigroup Texas, Inc. Child



Amerigroup Insurance Company Child



Complete your member survey

It's important to us that all members have access to the highest quality care and services possible. We want members to know that we listen to your feedback and we strive to be easy

to do business with. If you get a survey in the mail or by phone, please complete it. Help us make your plan better.

Help us make your plan better

We look for new ways to meet your needs by hearing what you have to say. Help make us make your plan better by joining a member advisory group. At these events, you can talk with us about your concerns or give us ideas. All Amerigroup members are invited.

If you would like to be a part of this group, please call the Member Services number on your Amerigroup member ID card.

Learn more about Quality Management

Have questions about the Quality Management program? Call us at the Member Services number on your Amerigroup member ID card. We can tell you about:

- What Quality Management is
- How we are doing and what our goals are
- How we are working to make things better for you

We can also send you information on our Quality Management program. Just ask us to mail you a copy of the program and our goals, process, and results.