

Dear member,

Annual notice from Amerigroup

Thank you for being our member! We're always working to make health care less complicated for you. Part of that means sending yearly news, updates, and reminders.

Member handbooks

Did you know you can always get the latest member handbook, provider directory, and other important information on our website at myamerigroup.com/TX? Download copies of the materials for free. Much of the information listed below can be found in the member handbooks.

Get the information you need

Visit myamerigroup.com/TX for this information and more:

- An explanation of your benefits with a list of covered and non-covered services, including those obtained outside the health plan service area
- How to see your primary care provider, obtain primary services, receive care after normal office hours, and access emergency care and 911 services
- How to schedule important preventive care, such as Texas Health Steps checkups or wellness exams, dental exams, and flu shots
- Free case management services to help you manage a serious health condition
- How to access case management — you or your caregiver can self-refer, or your doctor can refer you
- Find a Doctor for a complete list of Amerigroup network (health plan) primary care providers, specialists, behavioral health providers, hospitals, pharmacies, and other providers as well as their professional qualifications
- What to do if you get a bill from your doctor
- How to get information or help in another language or if you're hearing impaired
- Our Quality Management and Improvement program, our Cultural Competency program, and what we're doing to reduce gaps in health care
- What to do if your teen has outgrown pediatric care and you need to find a primary care provider
- Pharmacy benefits, the preferred drug list, and network (health plan) pharmacies
- Utilization Management (UM) — making decisions on care and services as well as preapprovals of care
- Member rights and responsibilities, including how to file a complaint or appeal a decision
- How we stay on top of new medical treatments and procedures and update or create health policies as needed
- Health education with Health A to Z, Clinical Practice Guidelines, and Preventive Health Guidelines
- Our Notice of Privacy Practices

Attention new members:

We want to help you understand your health care. To read your handbook, visit our website at myamerigroup.com/TX, or call Member Services to find out about:

- How to get an ID card (If you did not receive an ID card).
- Your primary care provider (the provider's name, how to make a change, and what to do if the office is closed).
- Copays or costs to covered services/benefits.
- Provider directories.
- How to access needed services.

Enclosures: Get help in another language
 Nondiscrimination notice

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.