

Dear member:

Thank you for being our member. This is your new Amerigroup member ID card. Show this card when you get health-care services. If you'd like this card in Spanish, please call 1-800-600-4441 (TTY 711).

Due to a computer glitch, you haven't been charged enough for copays required by the Children's Health Insurance Program (CHIP). This change is for all CHIP members at a certain income level, even those with different health plans.

Effective May 1, 2018, your new member ID card shows the correct copays for future visits and prescription drugs. Copay amounts changed from \$3 to \$5 for:

- Nonpreventive office visits.
- Nonemergency ER visits.
- Brand-name prescription drugs.

An inpatient facility stay copay changed from \$15 to \$35.

If you have questions, please call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 7 a.m. to 6 p.m. Central time. We're sorry for any confusion.

Amerigroup follows Federal civil rights laws. We do not discriminate because of:

- Race
- National origin
- Disability
- Color
- Age
- Sex

We can translate this at no cost. Call the customer service number on your member ID card.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).

Chúng tôi có thể phiên dịch tài liệu này miễn phí. Xin gọi dịch vụ khách hàng qua số điện thoại ghi trên thẻ ID hội viên của quý vị.

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.