

Important Plan Information

Member Handbook Update

Please read this with care and keep it with your member handbook.

Important changes to your extra benefits start September 1, 2018.

Below is the updated chart for the **What extra benefits do I get as a member of Amerigroup?** section of your handbook:

Value-added benefit	How to get it
24-hour Nurse HelpLine — nurses are available 24 hours a day, 7 days a week for your health-care questions	Call 1-800-600-4441 (TTY 711).
Help getting rides to: <ul style="list-style-type: none"> • Medical appointments when the HHSC Medical Transportation Program isn't available • Pregnancy, birthing, or newborn classes for pregnant members • Women, Infants, and Children (WIC) offices • Member Advisory Group meetings 	Call 1-800-600-4441 (TTY 711) or your service coordinator. For rides to WIC offices and Member Advisory Group meetings; every member can get 1 ride per month, with up to 12 rides each year.
myStrength™ secure web and mobile tools you can use 24/7 to help improve your mental and emotional health	1. Visit www.mystrength.com/amerigrouptx . 2. Choose Sign up. 3. Complete a brief, myStrength Wellness Assessment and personal profile.
Enhanced vision benefits — plastic/polycarbonate lenses for members age 21 and older — once every 36 months	Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX for more information.
Free cellphone/smartphone through the Lifeline program with monthly minutes, data, and texts. If you qualify, you also get: <ul style="list-style-type: none"> • Unlimited calls to Member Services, member advocates, and service coordinators for calls placed through Member Services • 200 bonus minutes when you join • 100 bonus minutes for your birthday 	Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX . Birthday bonus minutes start the month after you join. To see if you qualify for the federal Lifeline Assistance program, go to safelinkwireless.com and fill out the application.

Value-added benefit	How to get it
<p>8 hours of respite services each year for families and caregivers of members age 21 and older (not available to HCBS STAR+PLUS Waiver members)</p>	<p>Call 1-800-600-4441 (TTY 711) or your service coordinator.</p>
<p>Help to quit smoking — education and phone support with your own personal coach and a full range of nicotine replacement therapies as needed (when no other Medicaid benefits are available to help you quit smoking)</p>	<p>Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX to learn more.</p>
<p>Taking Care of Baby and Me® program — A rewarding way to keep our pregnant members, new moms, and your babies healthy and happy.</p> <ul style="list-style-type: none"> • When you're pregnant, you'll get a special self-care book with tips on caring for yourself and your baby while you're pregnant • After you have your baby, you'll get an educational book about taking care of your baby and yourself after your post-partum checkup 	<p>Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX to learn more.</p>
<p>Real Solutions® Healthy Rewards debit card for these healthy activities:</p> <ul style="list-style-type: none"> • \$20 for completing Texas Health Steps checkups, for ages 3 to 20 years old • \$25 for a woman who has a prenatal checkup in her first trimester of pregnancy or within 42 days of joining the Amerigroup health plan • \$50 for a woman who has a postpartum checkup within 21 to 56 days after giving birth • \$20 each year for a member through age 75 with diabetes who has a retinopathy eye exam • \$20 every 6 months for a member with diabetes who has a blood sugar test (HbA1c) 	<p>Call 1-877-868-2004 or go to www.myamerigroup.com/HealthyRewards to learn more.</p> <p>In order to get your rewards you must:</p> <ul style="list-style-type: none"> • Join the Healthy Rewards program • Request (ask for) your reward within 6 months after you complete an activity <p>Activities will be verified with claims sent by your doctor.</p>

Value-added benefit	How to get it
<ul style="list-style-type: none"> • \$20 every 6 months for a member with diabetes who has a blood sugar test (HbA1c) with a result less than 8 • \$20 each year for a member through age 64 with Schizophrenia or Bipolar Disorder on antipsychotic medicine and who has a diabetes screening (test). Members already diagnosed with diabetes are excluded from this reward. • \$20 each year for a member ages 21 or older with cardiovascular disease who has a cholesterol exam • \$20 each year for a member who gets a flu (influenza) vaccination (shot or other treatment) • \$20 for a member diagnosed with major depression who is newly treated with antidepressant medication and continues the medication for 12 weeks (84 days) • \$20 for a member diagnosed with major depression who is newly treated with antidepressant medication and continues the medication for 6 months (180 days) • \$20 each year for a woman ages 21 to 64 years who has a pap smear or human papillomavirus (HPV) test 	
<p>Pest control services every 3 months</p>	<p>Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX to learn more.</p> <p>Members can get this service at 1 location.</p>
<p>A first aid kit after completing a personal disaster plan online (1 kit per member per lifetime)</p>	<p>Call 1-800-600-4441 (TTY 711) or go to www.myamerigroup.com/TX to learn more.</p>
<p>Personal exercise kit for members age 21 and older (1 kit per year)</p>	<p>Call 1-800-600-4441 (TTY 711) or your service coordinator.</p>
<p>Dental hygiene kit for members age 21 and older (1 kit per year)</p>	<p>Call 1-800-600-4441 (TTY 711) or your service coordinator.</p>

Value-added benefit	How to get it
Nutritional dietary support of up to 20 home-delivered meals each year after getting out of a hospital or nursing facility for members ages 21 and up	<p>Call 1-800-600-4441 (TTY 711) or your service coordinator.</p> <p>This benefit isn't available to HCBS STAR+PLUS Waiver members or members receiving meal assistance through Medicaid.</p>

Have questions?

Call Member Services toll-free at 1-800-600-4441 (TTY 711), Monday through Friday from 7 a.m. to 6 p.m. Central time.

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.