

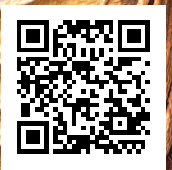
Provider and Pharmacy Directory for 2020

El Paso County, Texas

Addendum

Member Services: 1-855-878-1784 (TTY: 711)
Monday through Friday from 8 a.m. to 8 p.m. local time
www.myamerigroup.com/TXmmp

August 2020



Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) 2020 Provider and Pharmacy Directory / El Paso County

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

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If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



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A. Disclaimers

- ❖ Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits and/or copays may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as an Amerigroup STAR+PLUS MMP member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Amerigroup STAR+PLUS MMP’s network providers for El Paso County. A complete Directory of all 4 regions is available on Amerigroup STAR+PLUS MMP’s website. You can contact 1-855-878-1784 (TTY: 711) Monday through Friday from 8 a.m. to 8 p.m. local time to ask for help with finding a provider in another county in Amerigroup STAR+PLUS MMP’s plan. The call is free. You can also ask for a complete printed copy of the Directory for all 4 regions.
- ❖ For additional information you may also call STAR+PLUS MMP Help Line at 1-877-782-6440, Monday through Friday from 8 a.m. to 6 p.m. Central time. TTY users should call 1-800-735-2989.
- ❖ ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free.
- ❖ Si habla español, le ofrecemos servicios de asistencia de idiomas sin cargo. Llame al 1-855-878-1784 (TTY: 711), de lunes a viernes, de 8 a. m. a 8 p. m., hora local. La llamada no tiene costo.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free.
- ❖ You can make a standing request to get this and future information for free in other languages and formats. You can also make changes to your standing request if you want it in a different language or format. Call 1-855-878-1784 (TTY: 711) Monday through Friday from

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



8 a.m. to 8 p.m. local time. The call is free. The list is up-to-date as of **8/01/2020**, but you need to know that:

- Some Amerigroup STAR+PLUS MMP network providers may have been added or removed from our network after this Directory was published.
- Some Amerigroup STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-855-878-1784 (TTY: 711) and we will help you.
- To get the most up-to-date information about Amerigroup STAR+PLUS MMP's network providers in your area, visit www.myamerigroup.com/TXmmp or call Member Services at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free.

Doctors and other health care professionals in Amerigroup STAR+PLUS MMP's network are listed on pages 12-39. Pharmacies in our network are listed on pages 42-51. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

B. Providers

B1. Key terms

This section explains key terms you'll see in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider (PCP)** is a family doctor, OB/GYN, nurse practitioner, or physician assistant who gives you routine health care. Your PCP will keep your

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medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need to see a specialist or other provider.

- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your PCP your network PCP **or** our plan must give you approval before you can see someone that is not your PCP. If you don't get a referral, Amerigroup STAR+PLUS MMP may not cover the service.
 - Referrals from your network PCP **or** our plan are not needed for:
 - Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or
 - Services from a women's health specialist.
 - 24-hour Nurse HelpLine
 - Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
 - More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a **service coordinator** *and/or* a **service coordination team** that you choose.
 - A **service coordinator** helps you manage your medical providers and services.
 - Your **service coordination team** helps to coordinate your care. Everyone on the service coordination team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and

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the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

- A Plan of Care is the plan that outlines the health services you will get and how you will get them. After your health risk assessment, your service coordination team will meet with you to talk about what health services you need and want. Together, you and your service coordination team will make a Plan of Care. To learn more, see your member handbook.

B2. Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you should choose a Primary Care Provider. You may be able to have a specialist act as your PCP.

Your Primary Care Provider (PCP) is your main doctor and will be responsible for providing many of your preventive and primary care services. Your PCP will help create your personal care plan and will recommend or ask for many of the services you'll get through your health plan.

Your PCP can be one of the following providers, or under certain circumstances such as pregnancy, a specialist:

- Family practice
- Internal medicine
- General practice
- OB/GYN
- Geriatrics
- Pediatricians
- Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC)

To choose a PCP, go to the list of providers on page 12 and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



- If you want help in choosing a PCP, please call Member Services at 1-855-878-1784, Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free. TTY: 711. The call is free. Or, visit www.myamerigroup.com/TXmmp.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term services and supports (LTSS)

As an Amerigroup STAR+PLUS MMP member, you may be able to get long-term services and supports (LTSS), such as adult day care, nursing facility care, and more. LTSS help is for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

Your service coordinator can tell you more about available services, the eligibility requirements, and how to apply for these programs.

B4. How to identify providers in Amerigroup STAR+PLUS MMP's network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in Section B1 of this *Provider and Pharmacy Directory* on page 2.

You must get all of your covered services from providers within our network. If you go to providers who are not in Amerigroup STAR+PLUS MMP's network (without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from Amerigroup STAR+PLUS MMP before you can get a specific service, drug, or see an out-of-network provider. Amerigroup STAR+PLUS MMP may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Amerigroup STAR+PLUS MMP gives you permission first.

- You may change providers within the network at any time during the year. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



- Amerigroup STAR+PLUS MMP works with all the providers in our network to accommodate the needs of people with disabilities. The list of network providers below includes information about the accommodations they provide.
- If you need to see a provider and are not sure if they offer the accommodations you need, Amerigroup STAR+PLUS MMP can help you. Talk to your *service coordination team or service coordinator* for assistance.

B5. How to find Amerigroup STAR+PLUS MMP providers in your area

This directory is organized by the types of providers and where they're located. To find network providers close to your home:

- First, look up the type of provider you need
- Then, look up the city or town to find out which providers serve that community

You can also contact Member Services for help. Call us at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free.

B6. List of network providers

This Directory of Amerigroup STAR+PLUS MMP's network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers, such as outpatient behavioral health providers; and
- **Facilities** including hospitals, nursing facilities, and mental health facilities; and
- **Support providers** including those providing adaptive aids/medical equipment, adult foster care, assisted living, cognitive rehabilitation therapy, day activity and health services, dental services, emergency response services, employment assistance, financial management services, home delivered meals, minor home modifications, nursing services, occupational therapy, personal assistance services, physical therapy, respite, speech therapy, supported employment, and transition assistance services.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



List of Providers

You may receive services from any of the providers on this list. For some services, you may need a referral from your PCP.

Primary Care Providers (PCPs)	0
• General Practice	0
• Family Medicine	0
• Internal Medicine	0
Specialists	0
Behavioral Health Providers	0
Long-Term Services and Supports: Adult Day Care	0
Long-Term Services and Supports: Primary Home Care/Nursing Services	0
Long-Term Services and Supports: Assisted Living/Respite Care	0
Long-Term Services and Supports: Adult Foster Care	0
Long-Term Services and Supports: Emergency Response System	0
Long-Term Services and Supports: Nursing Facility	0
Long-Term Services and Supports: Home Delivered Meals	0
Long-Term Services and Supports: Adaptive Aids/Medical Equipment	0
Long-Term Services and Supports: Minor Home Modifications	0
Long-Term Services and Supports: Physical Therapy	0
Long-Term Services and Supports: Occupational Therapy	0
Long-Term Services and Supports: Speech Therapy	0
Long-Term Services and Supports: Employment Assistance	0
Long-Term Services and Supports: Supported Employment	0
Ancillary Providers	0
Chiropractic Providers	0
Dental Providers	0
Vision Care Providers	0

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.






Hearing Care Providers	0
Hospitals	0
Skilled Nursing Facilities (SNF)	0
Nursing Facilities (NF)	0
Urgent Care Centers	0
Federally Qualified Health Centers	0
Retail and Chain Pharmacies	0
Home Infusion Pharmacies	0
Long-Term Care (LTC) Pharmacies	0
Clinic Pharmacies	0
Inpatient Hospital Pharmacies	0
Specialty Pharmacies	0
Community/Retail Pharmacies	0
Institutional Pharmacies	0



B7. Icons, Definition and Legend

You may find these symbols next to provider names and addresses.

A	Provider/facility sees members of the aged population.
B	Provider/facility sees patients with behavioral health needs.
†	Provider is board certified.
**	Ongoing training is offered to this provider.
	Nearby access to public transportation.
H	Provider/facility sees patients diagnosed as HIV positive.
■	Provides extended day supply.
●	E-prescribing available.
◆	Pharmacy is open 24 hours a day.
⊕	Treats patients of all ages unless otherwise noted.
♿	Accessible to People with Disabilities
	Provider has completed culturally competent care training offered by the U.S. Department of Health & Human Services
*	Provider is not accepting new patients at this time.
Ⓒ	Offers Telemedicine, Telehealth, or Telemonitoring Services
	Provider has an after-hours contact number.
Basic	Basic access demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor's office, exam room, and restroom.
Limited	Limited access demonstrates facility site access for the members with a disability is missing or is incomplete in one or more features for parking, building, elevator, doctor's office, exam room and restroom.
P Parking	Parking spaces, including van accessible space(s), are accessible. Pathways have curbed ramps between the parking lot, office and at drop off locations.
EB Exterior Building	Curbed ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an "accessible" entrance to the building. Doors are wide enough to let a wheelchair or scooter user enter and have handles that are easy to use.
IB Interior Building	Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. If there is an elevator, it is available for public/patient use at all times the building is open. The elevator has easy to hear sounds and Braille buttons within reach. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

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R Restroom	The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.
E Exam Room	The entrance to the exam room is accessible, with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.
T Exam Table/Scale	The exam table moves up and down and the scale is accessible with handrails to assist people using wheelchairs or scooters. The weight scale is able to accommodate a wheelchair.
NPI #	A National Provider Identifier or NPI is a unique 10-digit identification number issued to health care providers by the Centers for Medicare and Medicaid Services (CMS).
M-F	Monday through Friday
M,T,W,Th, F, S, Su	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

C. Amerigroup STAR+PLUS MMP's network providers

The providers in this Directory are organized alphabetically. For some services, you may need a referral from your PCP. For some services, you may need a referral from your PCP.

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C1. Primary Care Providers (PCPs)

No new providers in network at this time.



No new providers in network at this time.

C1. Behavioral Health Providers

No new providers in network at this time.

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No new providers in network at this time.

C1. Long-Term Services and Supports: Primary Home Care/Nursing Services

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

C1. Long-Term Services and Supports: Adaptive Aids/Medical Equipment

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



C1. Transportation Providers

Transportation

Access2Care

Phone Number:
1-844-300-3631



If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXmmp.

No new providers in network at this time.

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No new providers in network at this time.

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No new providers in network at this time.

C2. Skilled Nursing Facilities (SNF)

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.

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No new providers in network at this time.

D. List of network pharmacies

This part of the Directory provides a list of pharmacies in Amerigroup STAR+PLUS MMP's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside El Paso County in which you live. You may also fill your prescriptions at these pharmacies. Please contact Amerigroup STAR+PLUS MMP at 1-855-878-1784, Monday through Friday from 8 a.m. to 8 p.m. local time, for additional information.

- Amerigroup STAR+PLUS MMP members must use network pharmacies to get prescription drugs.
 - You must use network pharmacies except in emergency or urgent care situations.
 - If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Amerigroup STAR+PLUS MMP *Member Handbook* for more information.
- Some network pharmacies may not be listed in this Directory.
 - Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Amerigroup STAR+PLUS MMP network pharmacies in your area, please visit our web site at www.myamerigroup.com/TXmmp or call Member Services at 1-855-878-1784, Monday through Friday from 8 a.m. to 8 p.m. local time. The call is free. TTY: 711.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Amerigroup STAR+PLUS MMP's *List of Covered Drugs*. The *List of Covered Drugs* is also online at www.myamerigroup.com/TXmmp.

D1. How to identify pharmacies in Amerigroup STAR+PLUS MMP's network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies
- You are not required to continue going to the same pharmacy to fill your prescriptions.

You are not required to use a mail order pharmacy to fill your prescriptions.

D2. Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 93-day supply of your prescription drugs sent directly to your home. A 93- day supply has the same copay as a one-month supply.
- **93-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 93-day supply of covered prescription drugs. **A 93-day supply has the same copay as a one-month supply.**
- You can go to any of the pharmacies in our network.



If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.

No new providers in network at this time.

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E2. Mail-order Pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program **which is called** IngenioRx, The mail order delivery program IngenioRX must get your permission before sending you any prescriptions you don't ask for yourself.

You also have the choice to sign up for automated mail order delivery [through our IngenioRx Home Delivery program.

Typically, you should expect to get your prescription drugs *within 14 days* from the time that the mail order pharmacy gets the order.] If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at 1-855-878-1784. TTY: 711 to learn more about mail order pharmacies, see Chapter 5 of the *Member Handbook*.

IngenioRX

IngenioRx Home Delivery

1-833-203-1738

TTY: 711

IngenioRx Specialty Pharmacy

1-833-262-1723

TTY: 711

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



No new providers in network at this time.

If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



No new providers in network at this time.

E5. Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Amerigroup STAR+PLUS MMP's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to go to these pharmacies under limited circumstances (e.g., emergencies).

To get more information on Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies, you can contact your service coordinator, the Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacy listed in this directory, or Member Services at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. local time.



If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.

No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.

No new providers in network at this time.



No new providers in network at this time.



If you have questions, please call Amerigroup STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.myamerigroup.com/TXMMP.



Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. Amerigroup STAR+PLUS MMP provides free aids and services to people with disabilities to communicate effectively with us and provides free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. These services can be obtained by calling the customer service number on the back of your member ID card. If you believe that Amerigroup STAR+PLUS MMP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Enrollee Advocate:

Amerigroup STAR+PLUS MMP - Complaints, Appeals, and Grievances
Mailstop: OH0102-B325
4361 Irwin Simpson Road
Mason, OH 45040
1-855-878-1784 (TTY: 711)
Fax: 1-888-458-1406

If you need help filing a grievance, the Enrollee Advocate is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services; 200 Independence Ave., SW; Room 509F, HHH Building; Washington, D.C. 20201; 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-878-1784 (TTY: 711) Monday through Friday from 8 a.m. to 8 p.m. Someone who speaks English can help you. This is a free service.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-878-1784 (TTY: 711), Monday through Friday from 8:00 a.m. to 8:00 p.m. The call is free.

Arabic

يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل بالرقم 1-855-878-1784 (TTY: 711)، من يوم الاثنين وحتى يوم الجمعة من الساعة 8 صباحاً وحتى الساعة 8 مساءً. هذا الاتصال مجاني.

Chinese Traditional

注意：如果您說中文，我們將提供免費的語言協助服務。請於週一至週五上午 8:00 至晚上 8:00 致電 1-855-878-1784 (TTY: 711)。此為免付費電話。

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات دستیار زبان به صورت رایگان در اختیار شماست. با شماره 1-855-878-1784 (TTY: 711)، از دوشنبه تا جمعه از ساعت 8:00 صبح تا 8:00 عصر تماس بگیرید. تماس رایگان است.

French

ATTENTION : Si vous parlez français, les services d'assistance linguistique vous sont accessibles gratuitement. Appelez le 1-855-878-1784 (TTY : 711), du lundi au vendredi de 8 h à 20 h. L'appel est gratuit.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anruf 1-855-878-1784 (TTY: 711), Montag bis Freitag von 8:00 Uhr bis 20:00 Uhr. Der Anruf ist kostenlos.

Gujarati

સાવધાન: જો તમે ગુજરાતી બોલતા હોય, તો ભાષા સહાય સેવાઓ, તમારા માટે મફતમાં ઉપલબ્ધ છે. સોમવારથી શુક્રવાર સુધી સવારે 8:00 વાગ્યાથી સાંજના 8:00 વાગ્યા સુધી 1-855-878-1784 (TTY: 711) પર કૉલ કરો. આ ફોન સેવા મફત છે.

Hindi

ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-878-1784 (TTY: 711) पर कॉल करें, सोमवार से शुक्रवार सुबह 8:00 बजे से रात 8:00 बजे तक। कॉल निःशुल्क है।

Japanese

注意: 日本語話者の方は無料の言語支援サービスをご利用いただけます。1-855-878-1784 (TTY:711)、月曜から金曜の午前8時～午後8時>にお電話ください。この通話は無料です。

Korean

안내: 한국어를 사용할 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8 시에서 오후 8 시 사이에 1-855-878-1784 (TTY: 711)번으로 전화하십시오. 통화료는 무료입니다.

Lao

ສິ່ງທີ່ຄວນເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ທາງເຮົາມີການບໍລິການຊ່ວຍເຫຼືອທາງພາສາ ໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທຫາໝາຍເລກ 1-855-878-1784 (TTY: 711), ວັນຈັນຫາວັນສຸກ ຕັ້ງແຕ່ 8:00 ໂມງເຊົ້າຫາ 8:00 ໂມງແລງ. ການໂທແມ່ນໂທຟຣີ.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вам предлагаются бесплатные услуги по языковой поддержке. Звоните по номеру 1-855-878-1784 (TTY: 711) с понедельника по пятницу с 8:00 до 20:00. Звонок бесплатный.

Spanish

ATENCIÓN: Si habla español, le ofrecemos servicios de asistencia de idiomas sin cargo. Por favor, llame al 1-855-878-1784 (TTY: 711), de lunes a viernes, de 8:00 a.m. a 8 p.m. La llamada es gratuita.

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo nang walang bayad ang mga serbisyo ng tulong sa wika. Tumawag sa 1-855-878-1784 (TTY: 711), Lunes hanggang Biyernes, 8:00 a.m. hanggang 8:00 p.m. Libre ang tawag.

Urdu

تنباه: اگر آپ اردو بولتے ہیں تو، زبان کی معاونتی خدمات، مفت میں، آپ کے لئے دستیاب ہیں۔ 1-855-878-1784 پر کل کریں (TTY: 711)، پیر تا جمعہ، صبح 8:00 بجے سے رات 8:00 بجے تک۔ کال مفت ہے۔

Vietnamese

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ, miễn phí, cho quý vị. Xin gọi số 1-855-878-1784 (TTY: 711), Thứ Hai đến Thứ Sáu từ 8:00 sáng đến 8:00 tối. Cuộc gọi được miễn tính cước phí.



Have questions?

Call us toll free at 1-855-878-1784 (TTY: 711)

Monday through Friday from 8 a.m. to 8 p.m. local time.

Or visit www.myamerigroup.com/TXmmp.

This directory includes providers in El Paso County. To get help finding a provider in another county or to request a complete Amerigroup STAR+PLUS MMP *Provider and Pharmacy Directory* for Texas, call Member Services.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.