



Who We Are: Amerigroup

Our Mission
Provide Real Solutions for members who need a little help by making the health care system work better while keeping it more affordable for taxpayers

- We coordinate health care services for approximately 2.7 million members in 13 states – adding Kansas as our 14th
- We meet the health care needs of financially vulnerable Americans, seniors and people with disabilities
- We serve those on Medicaid, Medicare and other publicly funded health care programs
- We offer 16 years experience dedicated to government programs
- We build strong community relationships and alliances to support our local health plans

Where We Are

In addition to Kansas, we coordinate health care services for approximately 2.7 million members in 13 states, including:

- o Florida
- o Georgia
- o Louisiana
- o Maryland
- o Nevada
- o New Jersey
- o New Mexico
- o New York
- o Ohio
- o Tennessee
- o Texas
- o Virginia
- o Washington

KanCare Implementation Update – Key Dates

Standard provider agreements approved	Aug. 14, 2012
On-site readiness review	Sept. 13-14, 2012
90% network adequacy	Oct. 12, 2012
Provider file sent to state for use in auto assignment	Oct. 22, 2012
Member auto assignment begins	Oct. 24, 2012
100% network adequacy	Nov. 16, 2012
Member effective date	Jan. 1, 2013

KanCare milestone dates as of September 2012

KanCare Readiness Review: September 13-14, 2012

- Eligibility and Enrollment
- Member outreach and on-boarding
- Provider outreach and orientation
- Integration of services
- Case management, Service Coordination, and Plan of Care
- Disease Management
- Utilization Management
- Member Appeals and Grievances
- Quality Management
- Claims Operations
- Fraud and Abuse
- Encounter Data Submissions
- Finance
- IT

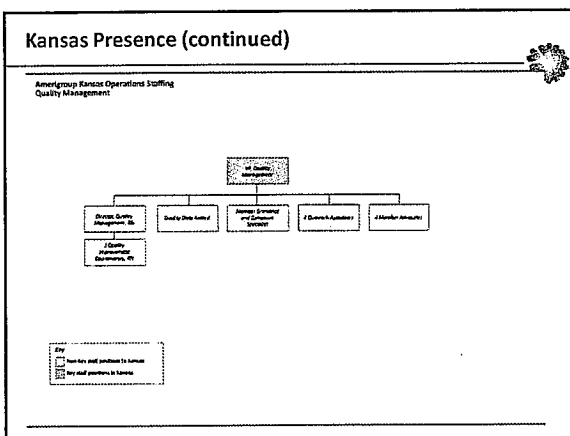
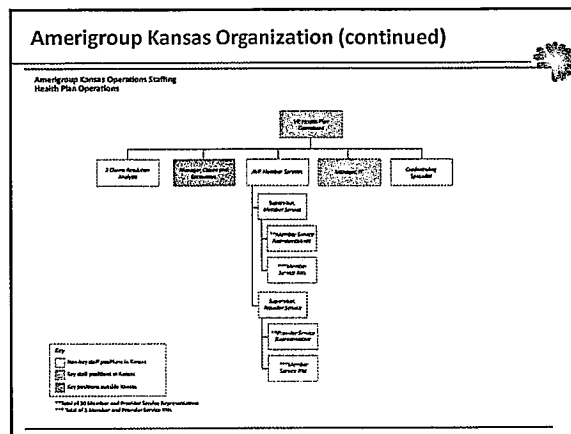
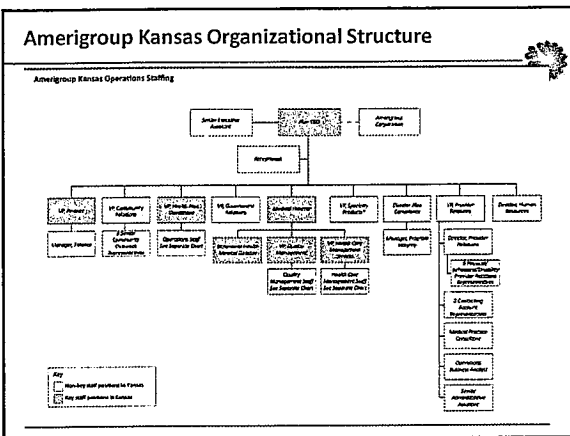
Amerigroup Kansas Presence

Locally-based Health Plan with Corporate Support

- Amerigroup Kansas' programs and services under the Contract will be administered by and performed from our office located at:
9393 West 110th Street
51 Corporate Woods Suite 500
Overland Park, KS 66210

Key personnel and functions at plan in Kansas

- Total operational FTEs will exceed 300
 - 281 FTEs will be based in Kansas
 - Call center positions include:
 - Member and Provider Service Representatives
 - Member and Provider Service Registered Nurses (RNs)



Laura Hopkins, Amerigroup Kansas Plan CEO

- Expertise in Managed Care Program Development and Management:
 - 18+ years experience in health care service delivery and managed care
 - Career focus on programs designed for the elderly and people with disabilities
 - 12 years tenure at Amerigroup
 - 7 years new business and program development and implementation
 - 5 years as the health plan leader of Amerigroup Community Care of New Mexico, Inc
 - Original leader of Amerigroup's Coordinated Long Term Care Services (COLTS) Program
 - Extensive collaboration with State officials and Stakeholders in Developing and Launching COLTS
- Bachelor of Science, Western Michigan University
- Knowledge and Understanding of Provider Issues, Needs and Concerns
 - 12 years of acute care and long term service experience
 - Direct provider contracting background
- Laura.Hopkins@amerigroup.com

Member Experience – Getting Started


- Members receive ID Card and Member Welcome Packet
- The Member Welcome Packet will include:
 - A Welcome Flyer identifying the contents of the package
 - The Member Handbook
 - The Provider Directory
 - Value Added Benefits Brochure
 - Access2Care Transportation Flyer
 - A PCP Change Flyer which outlines how to choose/change your PCP
 - OTC Catalog for SSI and Waiver Groups
- Member Health Risk Assessment (HRA)
 - Performed in multiple ways
 - Health Care Management will review historical claims data to identify members who may be eligible for Care or Disease Management
 - HRA outreach will be conducted to all members
 - Electronic survey that should take 4-6 minutes to complete
 - Same call parameters as the welcome call
 - Members can complete the HRA on-line on our member website
- If a member is identified for Care or Disease Management
 - A Care or Disease Manager will outreach to the member, complete an assessment and begin a care plan.

Member Experience – Ongoing Interaction

- Adults and Kids receive annual birthday cards with wellness reminders
 - Different cards based on sex and age group
 - Members who are delinquent on a well-visit will receive monthly reminders starting 90 days after delinquency
- Special Outreach – KAN Be Healthy, Healthy Families & Baby and Me
 - Members will be contacted via phone to engage them in the KAN Be Healthy Program
 - Members known or suspected of being pregnant will be mailed an enrollment packet to enter our Baby and Me Program
 - Members who have delivered a baby will receive our post-partum packet
 - Members who fall into the age range of our Healthy Families Program will receive a phone call for evaluation and enrollment into the program
- Members may receive other healthy reminders throughout the year such as flu shot reminders or healthy text messages

Our Provider Support Services

- Local Provider Relations staff in Kansas, in addition to online and toll-free support services
 - Local representatives assigned for each network provider
 - We employ more than 1,000 doctors, nurses and social workers who develop care management programs
 - A dedicated support unit fields provider inquiries
- Provider Orientation/Training
 - Starts in November and will be ongoing
 - Training in large group, webinar, in-person and online formats
 - Covers credentialing, precertification, provider resources, claim submissions, quality management, reference tools, cultural competency, grievances and appeals, member enrollment
- Ongoing Provider Education Topics:
 - Integrating physical and BH services
 - Increasing screening rates
 - Long Term Support Services
 - Diabetes Care
 - Billing training for Nursing Facilities
 - Enhancing Cultural Competency
 - Indian Health Service Provider Training
 - EHR Provider Adoption
 - Health Home Implementation
 - Other topics as requested by KDHE



Provider and Member Web Portals

Welcome to Amerigroup

MyAmerigroup (Member) Landing Page

What state do you live in?
 Amerigroup currently serves 16 Medicaid managed care networks in 12 states. Please click on the name of the state you live in:
 - Florida - Nevada - Ohio
 - Georgia - New Jersey - Tennessee
 - Louisiana - New Mexico - Texas
 - Maryland - New York - Virginia

Interested In Medicare?
 Amerigroup provides Medicare coverage for members in 12 states. Learn about our Medicare products and service areas.

Already A Member?
 Log In
 User Name: Password:

Forgot your user name? Click here.
 Forgot your password? Click here.

Provider and Member Web Portals (continued)

Amerigroup RealSolutions

How Can We Help You?

Amerigroup & You

Member Self Service

Provider Self Service

Watch our Real Diabetes

Provider Landing Page

Amerigroup Kansas - Value-added Benefits

Value-added Benefits

Member Incentive Program for Healthy Behavior	In-home Pest Control	Adult Teeth Whitening
Smoking Cessation Program	Career Development DVDs	Healthy Relationship Counseling
Additional Minutes with SafeLink Mobile Phone Service	Career Development Program for People with Disabilities	Coupons and Discounts for Local Retailers (e.g., Entertainment Book)
Healthy Families Pre-Teen Fitness Program	Professional Advice for Employment Interviews	Adult Dental Coverage – • Two exams (cleaning and scaling)/year • Teeth whitening for certain conditions • X-rays for extraction
Weight Management Programs (i.e., Weight Watchers)	GED Preparation Assistance	Additional Over-the-Counter (OTC) Benefits by Mail Order
Caregiver Transportation to Providers	Additional Respite Care for People who are on Waivers for a Mental or Developmental Disability, Serious Emotional Disturbance, or Autism	Allergy Bedding
Member Transportation to Community Locations	Respite Care for People on the Frail Elderly (FE) Waiver, and extra respite care for members of Autism, Developmental Disability and Serious Emotional Disturbance Waivers**	*excludes members living alone or residing in ICF/MR, assisted living and nursing facilities, group homes, or similar settings