

## KanCare Educational Tours

# Amerigroup: A Leader in Managed Care

- We have **16 years** of experience providing access to health care for **2.7 million members** in **13 states**, focusing solely on **federal and state programs**.
- We're one of the **first** companies to **integrate** coordination of physical, behavioral and social needs while emphasizing **community-based care**.
- We offer **real solutions** to address the health care needs of the **financially vulnerable, seniors** and **people with disabilities**.
- **Member-centric** care is at the heart of our business. Our coordination and provider collaboration programs ensure that members receive care for all facets of their health.
- We work with providers, community-based organizations and outreach services to bring health care to **your neighborhood**. We also help with non-health needs. Our Foundation and employees have donated **\$15.5 million** and more than **64,100 hours** to the communities we serve.

# What we Offer

From moms and kids to the frail elderly and people with disabilities, Amerigroup knows what KanCare members need and what providers need to serve them:

- **Extra benefits** like adult dental, incentive accounts and extra respite care
- **Disease management** programs to keep chronic conditions at bay
- **Long-Term Services and Supports (LTSS)** that promote home- and community-based living
- **Help** navigating the health care system and coordinating care
- **Case management** programs that address physical, behavioral and social well-being
- **Robust tools and reports** to make providing care easier

## Disease Management Programs\*

- Asthma
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Diabetes
- HIV and AIDS
- Major depressive disorder
- Schizophrenia
- High-risk obstetrics/neonatal ICU
- Hypertension
- Obesity
- Bipolar disorder
- Transplant services
- Substance Abuse



\*Programs in green are NCQA accredited

# Our Extra Benefits for all KanCare Members

Amerigroup offers a rich set of extra benefits to all eligible members:

<b>Dental care</b> for adults – two <b>free</b> cleanings per year	<b>Free</b> help getting a GED
Up to \$200 in <b>free</b> over-the-counter items for going to doctor visits and getting health screenings	Help getting <b>free</b> SafeLink® mobile phone service, with: <ul style="list-style-type: none"><li>• <b>No-cost</b> health tip text messages</li><li>• <b>Free</b> minutes to call us</li></ul>
<b>Free</b> stop smoking program for adults	<b>Free</b> health resources and coaching for pregnant women
<b>Free</b> weight loss program for adults	<b>Free</b> healthy living coaching for pre-teens
<b>Free</b> relationship counseling	<b>Free</b> special bedding for people with allergies
<b>Free</b> career development videos	<b>Free</b> teeth whitening for adults 21 and over with certain conditions
<b>Free</b> professional outfits for job interviews	Coupons & discounts for <b>savings</b> at local retailers

# Our Extra Benefits for SSI and Waiver Members

Benefit	Group
<ul style="list-style-type: none"> <li>• <b>Extra</b> over-the-counter (OTC) medicines with mail order</li> <li>• <b>Free</b> rides to community health events</li> <li>• <b>Free</b> caregiver transportation to providers</li> <li>• <b>Free</b> in-home pest control (excludes members with mental retardation in intermediate care facilities and members in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	All waiver groups Members receiving SSI
<ul style="list-style-type: none"> <li>• <b>Extra</b> respite care (caregiver support; excludes members with mental retardation in intermediate care facilities and members living alone or in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	Autism, Developmental Disability and Serious Emotional Disturbance waiver groups
<ul style="list-style-type: none"> <li>• <b>Respite care</b> (caregiver support; excludes members with mental retardation in intermediate care facilities and members living alone or in assisted living, nursing facilities, group homes, or similar settings)</li> </ul>	Frail Elderly waiver group
<ul style="list-style-type: none"> <li>• <b>Free</b> special career development activities</li> </ul>	Traumatic Brain Injury, Developmental Disability and Physical Disability waiver groups

# Our Member and Provider Support Services

## Members:

- Amerigroup on Call, where you can talk to a doctor any time of the day or night
- Amerigroup Mobile app, where you can download your ID card and search for a provider from your smartphone
- Health A to Z, our online health resource library with symptom checkers, information on hundreds of topics, and other tools
- Online communities where you can talk to others with similar health issues
- Health assessments to identify your special health care needs so we can help you stay healthy

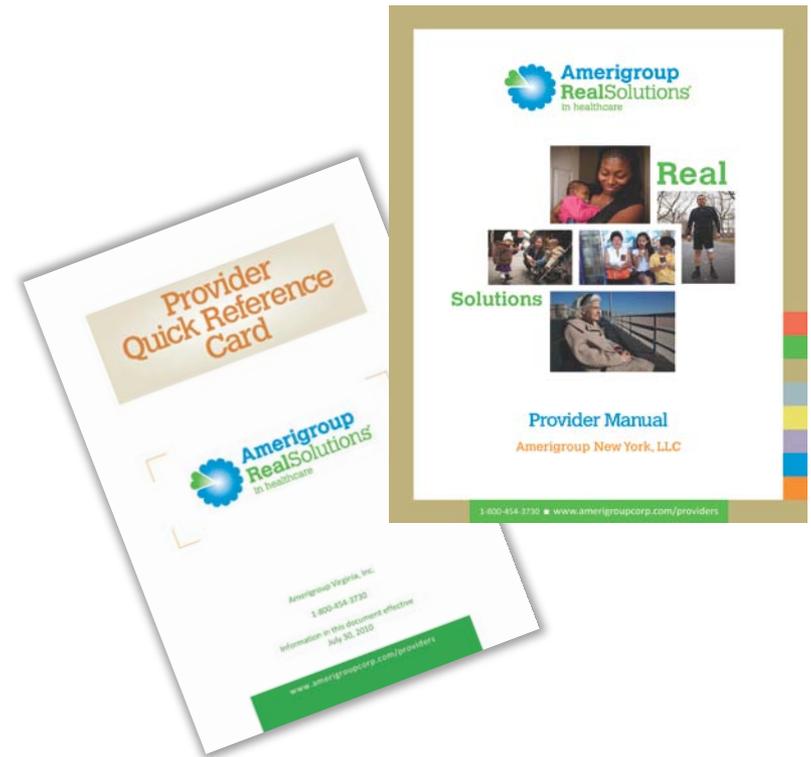
## Providers:

- Local Provider Relations staff in addition to online and toll-free support services
- Orientation, education and ongoing support through our account management services
- A dedicated support unit to resolve problems immediately
- Cross-functional teams to help you with more complex issues
- Over 1,000 doctors, nurses and social workers to execute disease and care management programs for conditions common to our members

# What we Offer our Providers

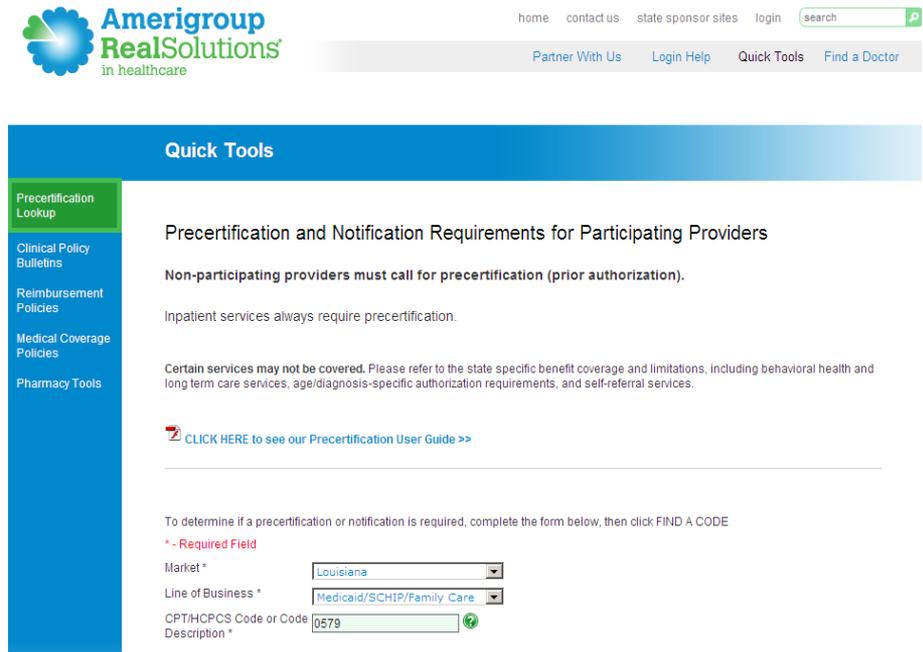
For years, we've partnered with doctors, specialists and waiver providers. We've refined our model to make it easy to do business with us:

- **99.77% of claims** are paid **within 30 calendar days**, and **over 99.99%** are paid **within 90 calendar days**.\*
- We use electronic claims submission/resubmission, status, payments, and EOP systems so providers **always know where their money is**
- We configure our systems to auto-adjudicate most claims so providers are **paid timely and accurately**
- We give providers the precertification tools they need to **keep their practices moving**:
  - Automated precertification, eligibility and claims status verification website
  - Authorization waivers for existing authorized service for recently enrolled members



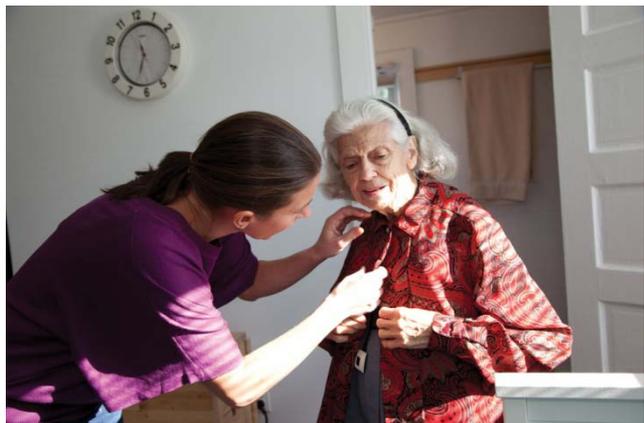
# Precertification Examples

- Precertification needed
  - Nursing facility admissions
  - Long term services and supports
  - Elective admissions
  - Outpatient high-tech, high-cost imaging
  - Some outpatient services like plastic and obesity-related surgery
  - High-cost durable medical equipment
  - High-cost pharmaceuticals
- No precertification needed
  - Most outpatient in-network specialty visits have no gatekeeper process
  - Emergency department visits
  - Hospital observation status



The screenshot displays the Amerigroup RealSolutions website interface. At the top, the logo for Amerigroup RealSolutions in healthcare is visible, along with navigation links for home, contact us, state sponsor sites, login, and a search bar. Below the navigation is a 'Quick Tools' section with a sidebar menu containing: Precertification Lookup (highlighted), Clinical Policy Bulletins, Reimbursement Policies, Medical Coverage Policies, and Pharmacy Tools. The main content area is titled 'Quick Tools' and contains the following text: 'Precertification and Notification Requirements for Participating Providers', 'Non-participating providers must call for precertification (prior authorization).', 'Inpatient services always require precertification.', and 'Certain services may not be covered. Please refer to the state specific benefit coverage and limitations, including behavioral health and long term care services, age/diagnosis-specific authorization requirements, and self-referral services.' A link is provided: 'CLICK HERE to see our Precertification User Guide >>'. Below this, a form is shown for determining if precertification is required. The form includes the following fields: 'Market \*' (dropdown menu with 'Louisiana' selected), 'Line of Business \*' (dropdown menu with 'Medicaid/SCHIP/Family Care' selected), and 'CPT/HCPCS Code or Code Description \*' (text input with '0579' and a green checkmark icon).

# Amerigroup Offers Real Solutions



## For Providers

- Our member-centric care model means your hard work ensures better health outcomes
- Our focus on service coordination ensures medically and functionally necessary services are authorized
- No-hassle online tools and local support with national resources make it easy for you to do business with us
- A collaborative approach gives you more time to focus on your practice

## For Members

- Care managers who meet with you in-person allow you to get care that meets your health goals
- A large network of quality doctors and hospitals who care about your health make sure you have access to the care you need
- Extra benefits help you and your family live healthier lives
- Our promise to your community and events in your neighborhood mean more help for everyone



# What's Next

In Kansas, we make sure the support you need is all around you. We are:

- Contracting daily with doctors, specialists, clinics, hospitals, caregivers and waiver providers in Kansas and neighboring states
- Available to assist providers with the application process and answer any questions they may have at 1-888-821-1108
- Holding job fairs in the communities we serve to hire community members for a variety of positions
- Providing training sessions for community-based organizations so they know what to expect with KanCare
- Sponsoring events for local organizations who help make the community a better place

[amerigroup.com](http://amerigroup.com)