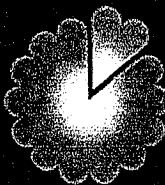


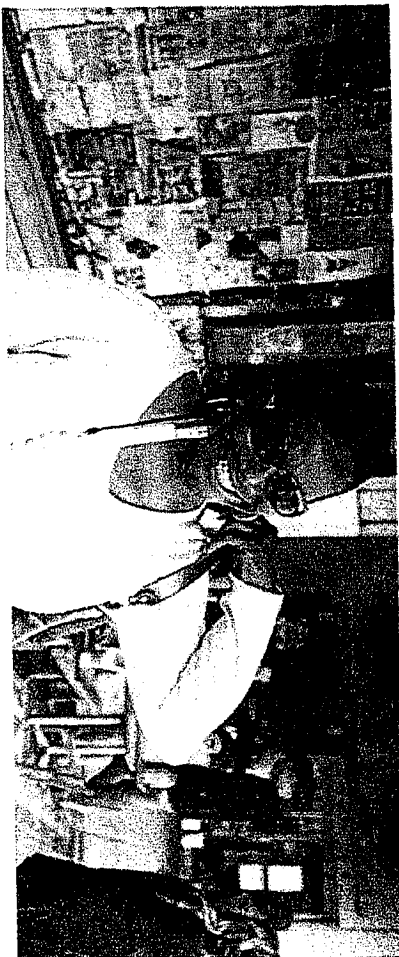


Amerigroup
Realsolutions
in healthcare



**Presentation to the Health Policy
Oversight Committee**

Laura Hopkins, CEO
Kansas Plan
December 6, 2012



Who We Are: Amerigroup



13-2

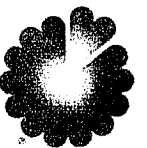
REAL SOLUTIONS *mean* REAL RESULTS

Our Mission

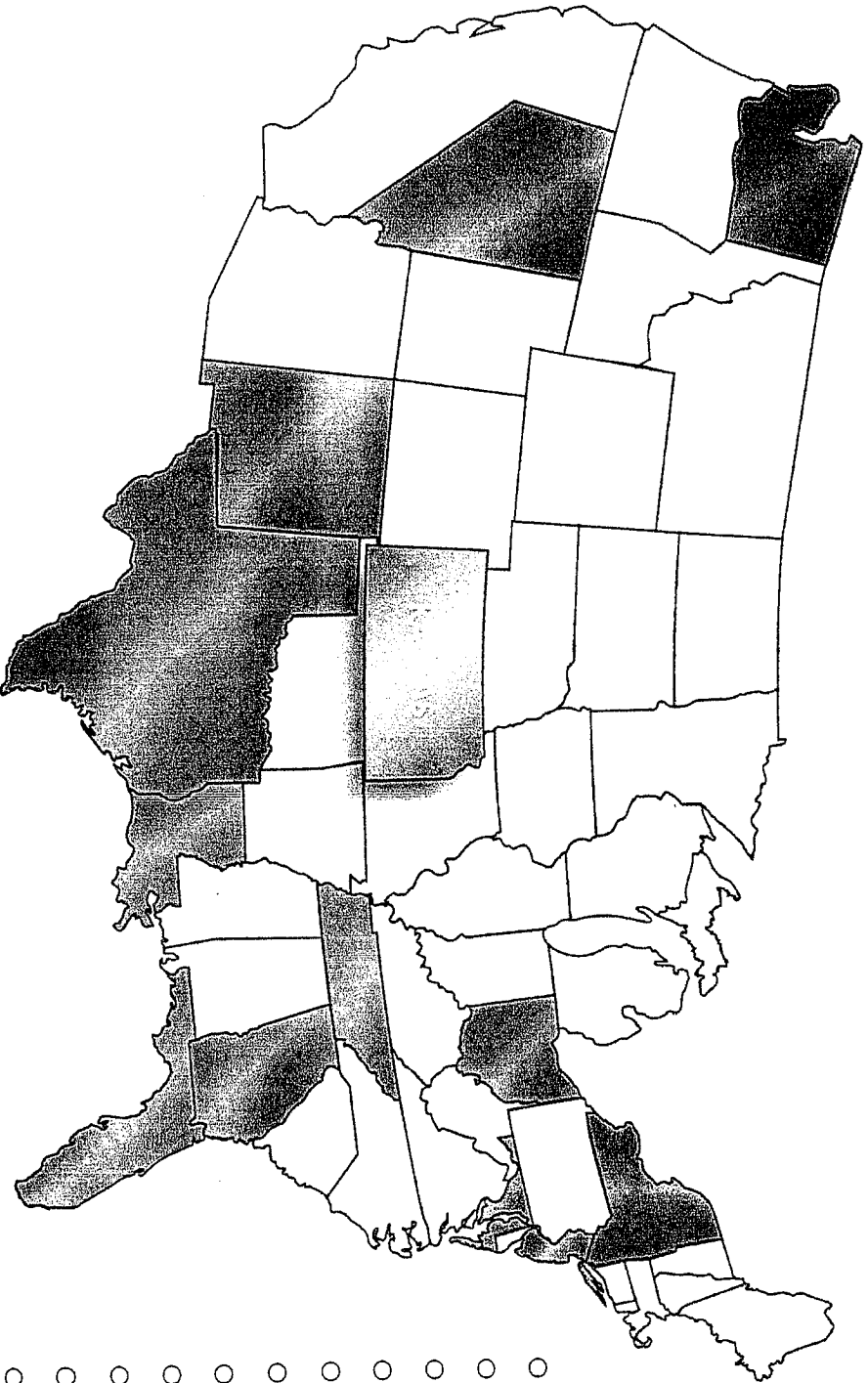
Provide Real Solutions for members who need a little help by making the health care system work better while keeping it more affordable for taxpayers.

- We coordinate health care services for approximately 2.7 million members in 12 states – adding Kansas as our 13th
- 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 12 states, including:



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

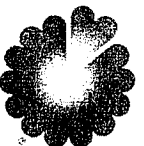
KanCare Readiness Review: Passed – Score: 93.7%



13-4

- Kansas Call Center
 - Fully operational
 - Currently handling Kansas calls – over 2,200 in since auto assignments began
 - Handled calls from the Northeast in the aftermath of Hurricane Sandy
- Care Management and Service Coordination
 - Care management and service coordinator staff is finalizing cross-training
 - Diverse workforce including those with disabilities
 - 95-100 service coordinators living in the communities they serve
- The Kansas Call Center and Health Plan will employ 327 Kansans with full benefits
- Trained over 1,300 Providers

Amerigroup Kansas Presence



13-5

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:

Temporary Location

(until Dec. 14)

8717 W. 110th Street
Building 14; Suite 300
Overland Park, KS 66210

Permanent Location

(as of Dec. 17)

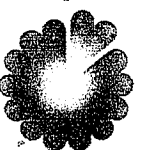
9225 Indian Creek Parkway
Building 32; Suite 400
Overland Park, KS 66210

Laura Hopkins, Amerigroup Kansas Plan CEO



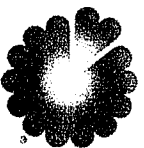
- Expertise in Managed Care Program Development and Management:
 - 18+ years experience in health care service delivery and managed care
 - Career focus on programs designed for the elderly and people with disabilities
 - 12 years tenure at Amerigroup
 - Seven years new business and program development and implementation
 - Five years as the health plan leader of Amerigroup Community Care of New Mexico, Inc.
 - Original leader of the Company's Coordinated Long-Term Care Services (COLTS) program
 - Extensive collaboration with state officials and stakeholders in developing and launching COLTS
- 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



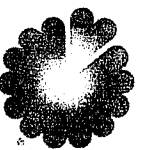
- Members ID Card and Member Welcome Packets will be sent mid to late December to be received no later than Jan. 1, 2013
- The Member Welcome Packet will include:
 - A Welcome Flyer identifying the contents of the package
 - The Member Handbook
 - The Provider Directory
 - Value Added Benefits Booklet
 - 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) will be mailed separately and received no later than Jan. 1, 2013
 - 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 15 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
 - Started in October 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 and 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



13-10

Welcome to Amerigroup



Español

Myamerigroup (Member) Landing Page

What state do you live in?

Amerigroup currently serves MEDICAID members in 12 states. Please click on the name of the state you live in:

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

Interested in Medicare?

Amerigroup provides Medicare coverage to members in 8 states. Learn about our Medicare products and service areas.

[LEARN MORE](#)

Already A Member?

Log In

User Name

Password

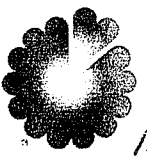
[SUBMIT](#)

Don't have a user name and password? [Register Here.](#)

Forgot your user name? [Click here.](#)
Forgot your password? [Click Here](#)

[Privacy](#) [Terms of Use](#)

Provider and Member Web Portals (continued)



- [home](#)
- [contact us](#)
- [state sponsor sites](#)
- [login](#)
- [search](#)
- [Partner With Us](#)
- [Login Help](#)
- [Quick Tools](#)
- [Find a Doctor](#)



How Can We Help You?

Amerigroup & You

Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. And that begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives.

Join Our Network

Interested in joining the Amerigroup network?



The States We Serve

Amerigroup currently operates in 12 states and is growing!

- [Florida](#)
- [Georgia](#)
- [Louisiana](#)
- [Maryland](#)
- [New Jersey](#)
- [New Mexico](#)
- [New York](#)
- [Ohio](#)
- [Tennessee](#)
- [Texas](#)
- [Nevada](#)

Provider Self Service

Login

User Name

Password



New User Registration



[Activate your account](#)

Watch our Real Stories

Amerigroup helps people live healthier and more independent lives. We listen to members, understand their problems and find solutions to make the health care system work better, one member at a time.

[Go to Real Stories](#)

Network News

We are Growing

Amerigroup is always looking for new opportunities in new states. To find out more, click below.

- [Washington](#)
- [Kansas](#)

Our Extra Benefits for all KanCare Members



13-12

Dental care for adults — two free cleanings per year

Free GFD study materials

A \$10 to \$25 debit card for over-the-counter (OTC) items when you get certain health checkups or screenings

Help getting free Safelink mobile phone service, with:

- No-cost health tip text messages
- Free minutes to call us

Free stop-smoking program for adults

Taking Care of Baby and Me® program with free health resources and coaching for pregnant women

Free Weight Watchers for adults

Free career development DVDs

Free relationship workshops

Coupons for savings at local retailers

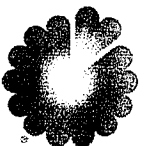
Free healthy living coaching for kids 7–13 who qualify

Free teeth whitening for adults 21 and over with certain conditions

\$20 Goodwill gift card for professional outfits for job interviews

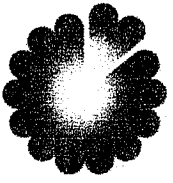
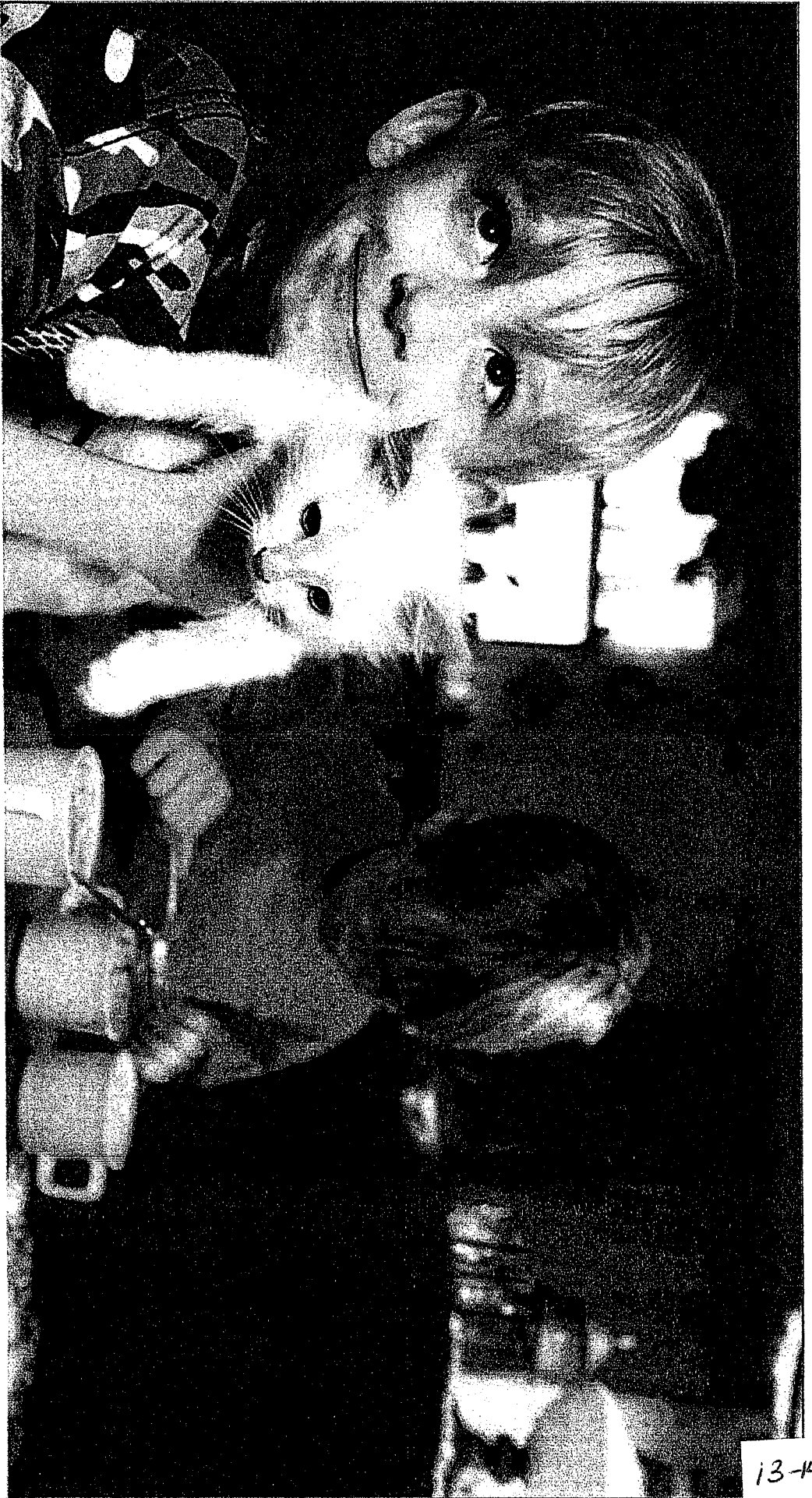
Up to \$100 for special bedding for people with allergies

Our Extra Benefits for SSI and Waiver Members



Benefit	Group
<ul style="list-style-type: none"> • Extra OTC medicines with mail order 	All waiver groups
<ul style="list-style-type: none"> • Free rides to community health events 	Certain members on SSI
<ul style="list-style-type: none"> • Free caregiver transportation to providers • Free in-home pest control (excludes members residing in ICF/MR, assisted living and nursing facilities, group homes, or similar settings) 	
<ul style="list-style-type: none"> • Extra respite care* 	Autism and Developmental Disability waiver groups
<ul style="list-style-type: none"> • Respite care* 	Frail Elderly waiver group
<ul style="list-style-type: none"> • Free special career development activities 	Traumatic Brain Injury, Developmental Disability and Physical Disability waiver groups

** Excludes members living alone or residing in ICF/MR, assisted living and nursing facilities, group homes, or similar settings*



Amerigroup
RealSolutions[®]
in healthcare

Q-and-A
www.amerigroup.com