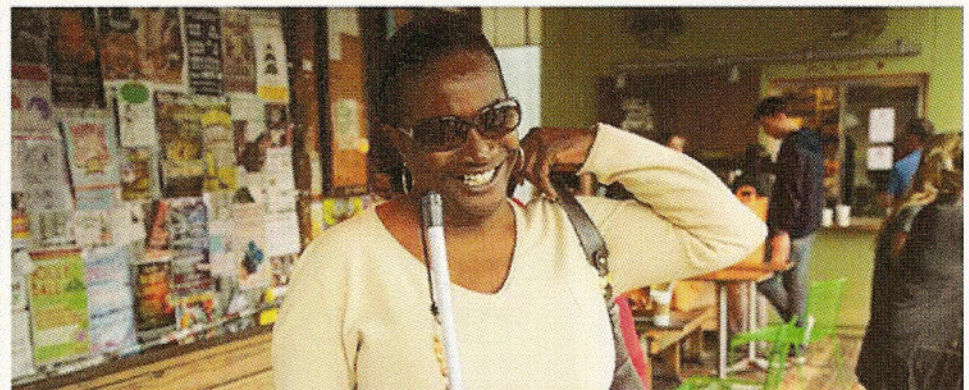


Amerigroup
RealSolutions[®]
in healthcare



**Presentation to the Senate Public Health and
Welfare Committee**
Laura Hopkins, CEO
Kansas Health Plan
February 6, 2013



Who We Are: Amerigroup



- Amerigroup, a wholly owned subsidiary of WellPoint, Inc., coordinates health care services for approximately 2.7 million members in 13 states including Kansas
- Together with WellPoint's affiliated health plans, we serve approximately 4.5 million beneficiaries of state sponsored health plans in 20 states
- 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 17 years experience dedicated to government programs
- We build strong community relationships and alliances to support our local health plans

**REAL SOLUTIONS *mean*
REAL RESULTS**

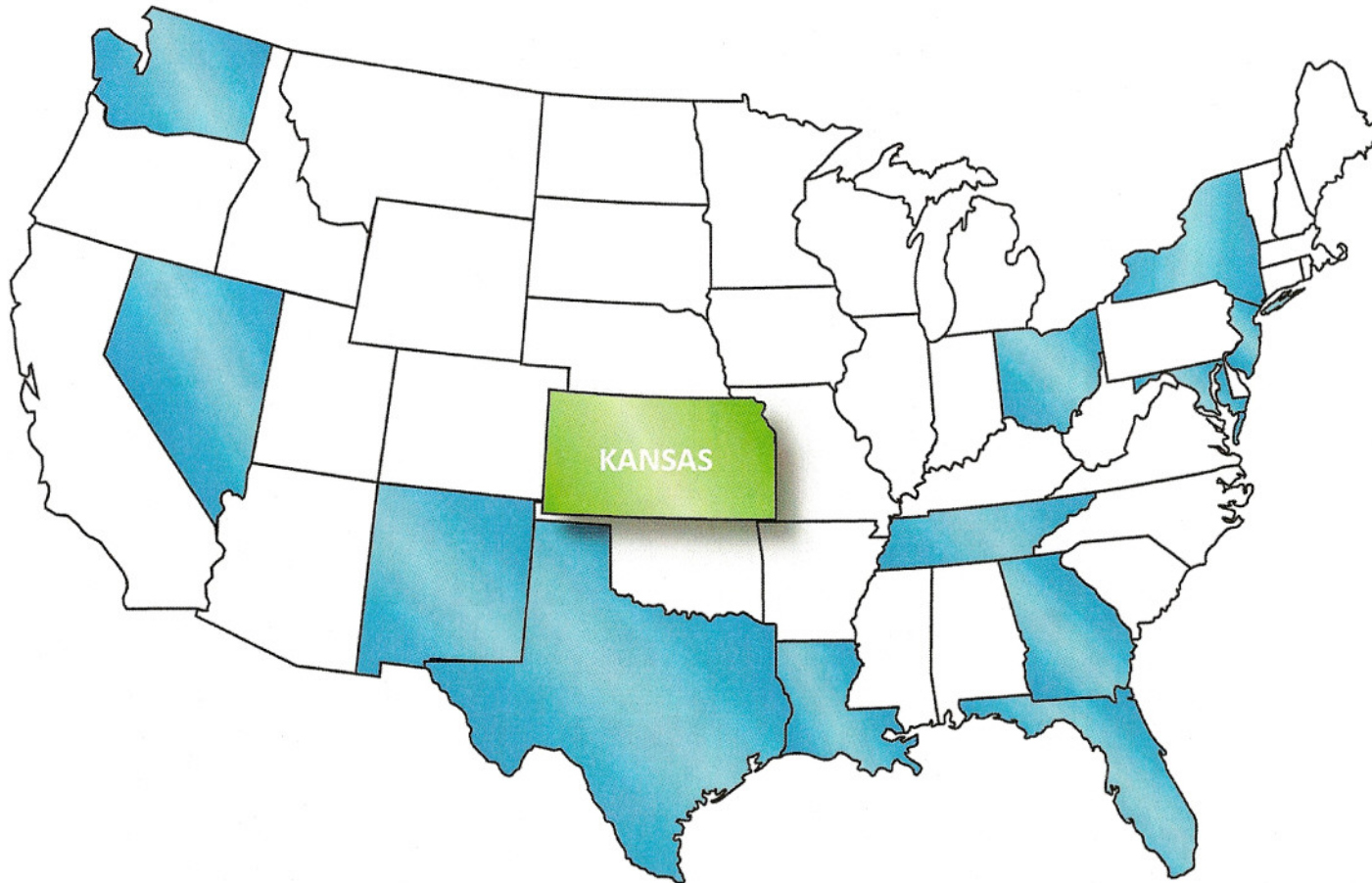
Our Mission

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.

Where We Are



We coordinate health care services for approximately 2.7 million members in 13 states, including Kansas.



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

The Kansas Call Center employs 327 Kansans with full benefits



- Kansas Call Center – Cumulative for January, 2013
 - Total Member Calls: 25,647
 - Total Provider Calls: 6,592
 - Service: 96.9% (This is a performance guarantee. 95% of the calls are to be answered within 60 seconds)
 - Top 3 category of calls
 - Find/change PCP – 51.9%
 - Benefit Inquiry – regular or VAS – 13.7%
 - Order ID card – 6.8%
- Care Management and Service Coordination Stats
 - LTSS face-to-face visits: 1,200
 - Autism = all members reached
 - SED = 984 members reached
- Trained over 2,000 Providers

Claims Processing

- Over \$21.7 million paid as of February 5, 2013



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:

Building 32; Suite 400
9225 Indian Creek Parkway
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 have been received by all members
- The Member Welcome Packet included:
 - 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) were mailed separately in December
 - 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 reach out 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 and 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 health reminders throughout the year such as flu shot reminders or health 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 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



Welcome to Amerigroup

Español ▶

We're the health insurance people with real solutions for people who need extra help with health care: People with disabilities. People who are elderly and sick. Kids with no health coverage. Pregnant moms who need prenatal care. If you live in a state we serve, we can help you get the care you need.



Interested in Medicaid?

Amerigroup currently serves MEDICAID members in 13 states. Please click on the name of the state you live in:

- Florida
- Nevada
- Ohio
- Georgia
- New Jersey
- Tennessee
- Kansas
- New Mexico
- Texas
- Louisiana
- New York
- Washington
- Maryland
- Virginia (now owned by Inova)

Interested in Medicare?

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

[LEARN MORE](#)



[Find a Doctor](#)

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](#)

Member Services:

1-800-600-4441 (TTY 1-800-855-2880)

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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?

[Get Started](#)

The States We Serve

Amerigroup currently operates in 12 states and is growing!

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

Network News

We are Growing

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

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

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](#)

Provider Self Service

Login

User Name

[Forgot your User Name?](#)

Password

[Login](#)

[Forgot your Password?](#)

New User Registration

[Sign Up](#)

[Activate your account](#)

Our Extra Benefits for all KanCare Members



Dental care for adults — two free cleanings per year	Free GED 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: <ul style="list-style-type: none">• 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 • Free rides to community health events • 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) 	<p>All waiver groups Certain members on SSI</p>
<ul style="list-style-type: none"> • Extra respite care* 	<p>Autism and Developmental Disability waiver groups</p>
<ul style="list-style-type: none"> • Respite care* 	<p>Frail Elderly waiver group</p>
<ul style="list-style-type: none"> • Free special career development activities 	<p>Traumatic Brain Injury, Developmental Disability and Physical Disability waiver groups</p>

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



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in healthcare

Q-and-A
www.amerigroup.com

