



Flu Prevention and Treatment Saves Lives

Patients with certain chronic conditions, including asthma, diabetes and chronic heart disease, are at increased risk for illnesses and hospitalizations caused by seasonal flu.

The Centers for Disease Control and Prevention (CDC) estimates more than 200,000 people are hospitalized from flu complications annually and between 3,000 and 49,000 die each year from flu-related causes.

A flu shot is still the best prevention

While CDC recommends everyone 6 months and older receive the vaccine, flu shots are especially important for your high-risk patients. Encourage them to be vaccinated as soon as possible. To support your proactive efforts to contact patients with flu shot reminders, we're sending you a list of your high-risk panel members.

Those at highest risk include:

- Children 6 months to 5 years old
- Adults 65 and older
- Women who are pregnant or expect to become pregnant
- Patients with certain chronic diseases

Adult members with Amerigroup pharmacy benefits can get a free flu shot. They just need to show their member ID at a participating pharmacy during flu shot clinic hours. Coverage for children's vaccines varies, so contact your local Provider Relations representative to learn more.



Antiviral drugs are an effective treatment

If patients do get sick, antiviral drugs not only lessen flu duration and symptoms, but also decrease the risk for flu-related complications. Antiviral drugs as well as many cough and cold products are on our formulary; restrictions apply. To review a list of formulary medications, visit providers.amerigroup.com > Quick Tools > Pharmacy Tools > Medicaid or Medicare Formularies.

Stay informed

Find the latest flu updates, health care recommendations and printable patient education materials on the CDC website at www.cdc.gov/flu.

Remember to protect yourself and your patients by getting your vaccine, too.

NCQA Accreditation Honors



Amerigroup is the only Georgia Families health plan to achieve Excellent National Committee for Quality Assurance (NCQA) accreditation and one of a few plans in the state holding this level of recognition.

"We are pleased to have garnered the highest level of recognition for delivering quality care, support and services to our members in Georgia," said Dr. Tunde Sotunde.

This honor marks an important milestone in our journey toward transforming the health care landscape for our members and the state at large. Thank you for your commitment to helping us provide top-notch care.



providers.amerigroup.com/ga

A Welcome Note to Our Provider Partners



Dr. Tunde Sotunde

Since joining Amerigroup Community Care of Georgia in 2008, I have been proud to serve as the chief executive officer. As far back as 2006, we have continued to improve health care access and quality for low-income Georgians by developing innovative care management programs and services.

I lead a team of about 160 associates who coordinate care for more than 280,000 members through the Georgia Families programs, including Medicaid, PeachCare for Kids and Planning

for Healthy Babies. [We strive to build a solid reputation in Georgia.](#) During the past six years, our team has fostered positive and productive relationships throughout the state. We have actively engaged with the Department of Community Health (DCH) to cultivate sustainable improvements to the state's Medicaid program. Today, we hold an Excellent Accreditation status from the National Committee for Quality Assurance (NCQA) and year over year have shown steady improvements in not only our quality scores but also our member and provider satisfaction rates. In an exciting addition to our services, we partnered with the Georgia Partnership for TeleHealth (GPT) to expand access to high-quality care and specialty services for the rural populations we serve throughout the state.

[At Amerigroup, we believe provider collaboration is the cornerstone to building a cost-effective, efficient, high-quality and outcome-driven system.](#) To that end, we collaborate closely with providers of primary care services to help them become Patient-Centered Medical Homes (PCMHs). As a former pediatrician and chief medical officer, I understand the difficulties you face, particularly in serving members of the Medicaid program. Through our pay-for-performance programs, we address the challenge of maintaining a patient-centered health care system with incentives to promote quality care. First introduced as a pilot program here in Georgia, our Provider Quality Incentive Program offers qualified physicians a unique opportunity not only to improve the level of care and services they provide their patients but also to receive financial rewards for positive outcomes.

[As Georgia's needs evolve, we will continue to do our best to support the state by providing insight and recommendations to mitigate the challenges that face Georgia and its most vulnerable citizens.](#)

Finally, on behalf of the entire Amerigroup organization, I thank you for your continued partnership as we drive toward our shared vision of improving the health and well-being of all individuals and communities across the state of Georgia.

Tunde Sotunde, M.D., MBA, FAAP
Chief Executive Officer
Amerigroup Community Care of Georgia

Do Business With Us on Your Schedule

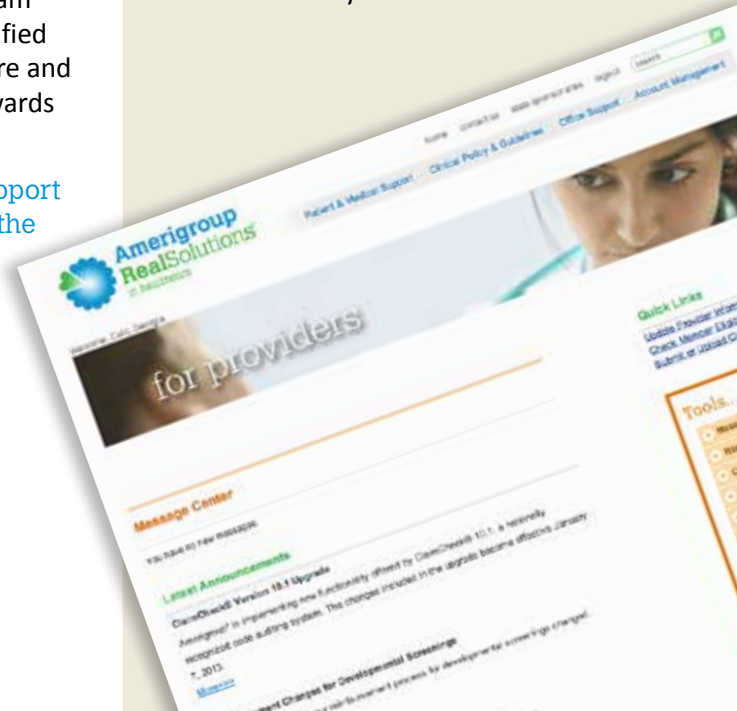


Our Provider Self-Service site is your round-the-clock support system, ready whenever you need to:

- Check member eligibility and retrieve panel listings
- Submit claims or check status
- Verify precertification requirements and place requests
- View and print reference materials
- Update your information

To get started:

- Call Provider Services to retrieve your registration code
- Go to providers.amerigroup.com
- Select New User Registration Sign Up
- Create a secure password and enter your code





Understand the Cultural Sensitivities of Your Patients

We offer a variety of language services to improve communications with our members, including a Member Services line accommodating over 170 languages and in-person interpretation services through case management. But we know diversity isn't limited to language. To better prepare you to meet the unique needs stemming from our members' various cultures, we created a Cultural Competency course to walk you through some situations you might encounter when caring for our multicultural population.

The Role of Cultural Competency in Quality Care

According to the U.S. Census Bureau, more than 50 percent of children under age 1 as of July 2011 were nonwhite or Hispanic for the first time in history. In the Medicaid sector, however, the

"minority majority" is not a new concept. As we serve more diverse populations, we need to anticipate how each member's culture will affect his or her receptiveness to care — willingness to seek help or apprehension towards treatments.

Home remedies and traditional treatments normal to one member's culture may interfere or interact dangerously with your prescribed regimens. Language barriers can lead to misdiagnosis or misuse of prescriptions. When learning as much as we can about the cultural variations among our members, we better prepare ourselves to improve health outcomes.

Visit our [Provider Self-Service site](#) to take our [Cultural Competency training](#) today.



Get Improved Services Through Our Automated Phone System

You called for some improvements. We answered. Thanks to your feedback, we're making significant changes to improve your experience with our automated phone system.

At the end of 2011, a number of you participated in a focus group about our automated phone system and gave us great information about how we can better serve your needs. **We took your suggestions, researched best-in-class solutions and dug into our data to rebuild our phone system.**

Providers from across the country helped us test out the new system. We received valuable feedback to confirm the progress we made met your expectations and additional recommendations to help us make the system even better. When you call 1-800-454-3730 in early 2013, you'll be able to quickly get the information you need with our enhanced system. **Our goal is to make your experience the best it can be.**

We always want to hear from you.

Here are a few ways you can let us know what you think:

Take our Annual Provider Satisfaction Survey

Volunteer for a provider focus group in your area

Contact your Provider Relations representative



Physicians for Responsible Opioid Prescribing published some myths and facts about Chronic Opioid Therapy (COT) for patients with chronic, noncancer pain.



In the wake of increasing rates of addiction, overdoses and deaths due to opioid abuse, COT for noncancer pain is not recommended. Visit www.supportprop.org to read their report, Cautious Evidence-Based Opioid Prescribing.

Congratulations

to Our NCQA-recognized PCMHs

Medical practices nationwide are adopting the Patient-Centered Medical Home (PCMH) model, re-establishing the PCP as the leader of a team-based, proactive approach to care. Through strategic focus on continuity of care, disease-specific case management, meaningful use of electronic medical records and continuous performance improvement, PCMHs successfully:

- Provide quality health care
- Improve business efficiencies
- Reduce unnecessary health care costs

At the front of the PCMH effort in Georgia, we are uniquely positioned to help local practices become medical homes and achieve NCQA recognition. There are three levels of recognition, each reflecting how well a practice meets or exceeds requirements for six NCQA standards of primary care. The more successful the practice is at meeting the standards, the higher the level of recognition.

Level 3 NCQA PCMH recognition is the highest achievement.



As a proud partner, we recognize and congratulate our network providers for their PCMH NCQA achievements.

Family Care Group of Thomson

Thomson and Lincolnton

Specializing in adult and pediatric family medicine

Committed to fostering healthy lifestyles and behaviors through community education and outreach, Family Care Group of Thomson is a staple in the East Georgia community for an array of health services.

NCQA recognition: Level 3

The Longstreet Clinic

Baldwin, Braselton, Buford, Dahlonega, Gainesville, Oakwood and Toccoa

Providing primary and multispecialty care

Longstreet Clinic patients have access to an onsite pharmacy, a full-service lab and advanced diagnostic imaging services. In 2010, the Atlanta Business Chronicle ranked The Longstreet Clinic the eighth largest physician group in Georgia and the third largest independent group practice.

NCQA recognition: Level 3

Morehouse Medical Associates

Five locations throughout metropolitan Atlanta

Specializing in surgery and internal, family, preventive, and pediatric medicine

With 72 PCPs and 81 specialists, Morehouse Medical Associates is a champion for enhancing access to health services and improving health outcomes for underserved populations.

NCQA recognition: Level 1

Level 3 NCQA PCMH recognition is the highest achievement.

We congratulate our providers and staff for their hard work and dedication to becoming NCQA-recognized PCMHs. Keep up the great work in delivering quality health care for the populations you serve. **Well done!**



Our Medicaid Scores Show **Quality Improvements**



DCH released final validated quality scores for our state's three Care Management Organizations (CMOs). These scores, based on 2011 data, are a combination of HEDIS, Agency for Healthcare Research and Quality, and the new Children's Health Insurance Program Reauthorization Act quality measures. Read DCH's full report online at www.dch.georgia.gov/medicaid-quality-reporting.



Our **Achievements**

We had the top **21** scores in **21** of the reported quality measures, and we met state targets on measures for:

- Well-child visits for kids 3–6 years of age
- Immunizations for adolescents (combo 1)
- Childhood immunizations (combo 3)
- Follow-up care for children prescribed an ADHD medication (continuation and maintenance phases)
- Annual dental visits
- Appropriate testing for children with pharyngitis
- Counseling for nutrition
- ER visits per 1,000 members



Doing **Even More**

While we showed improvement in our quality measures, we are not quite where we want to be yet. Our goal is to exceed state targets for all measures by developing and implementing strategies that drive improvement.

The care you give our members is invaluable. Thank you for helping us work toward continuous improvement. We are committed to giving you the resources and tools you need to improve the quality scores for your practice. To learn more about how we can work together, call Tawonna Ingram, director of HEDIS and Health Promotion, at 678-587-4878.



ProviderNews



Questions?

Medicaid providers call 1-800-454-3730
Medicare providers call 1-866-805-4589

The Graying of America: **Caring for Older Adults**

It's probably no surprise to you the older adult population in the United States is growing each year. By 2030 the U.S. Census Bureau estimates nearly one in every five Americans will be age 65 or older. This marked increase in aging patients, many with multiple chronic conditions, will require Medicare providers to combine health education and proactive wellness care to protect patients' independence and standards of daily living.



GAPEC-0299-12 12.12

The National Committee for Quality Assurance (NCQA) recommends the following guidelines to help identify health problems common to older adults:

- Help the patient understand how his or her medication regimen can control symptoms and prevent adverse health outcomes. Conduct a medication review to go over any prescription and nonprescription drugs, vitamins, herbal remedies, and other supplements.
- Discuss troubles the patient may have getting around in his or her daily life. Perform a functional status assessment at least once a year to see how well the patient can perform the activities of daily living such as dressing, eating and bathing.
- Ask if the patient is feeling any pain and conduct a pain screening at least once a year. Older adults are prone to chronic painful conditions. For those with chronic pain, create a pain management plan.

The Department of Health and Human Services recently confirmed **October 1, 2014, as the official deadline for ICD-10 compliance.** Are you prepared to make the transition? Stay informed by requesting updates from the Centers for Medicare & Medicaid Services at www.cms.gov or following them on Twitter@CMSSGov.

Our Medicare Advantage Plans*

All plans include prescription drug coverage and some supplemental benefits not traditionally covered by original Medicare.

Amerivantage Specialty + Rx	Special Needs Plan for members with Medicaid and Medicare benefits
Amerivantage Classic Choice + Rx	Point-of-service plan with copays and limited out-of-network benefits
Amerivantage Classic + Rx	Copay plan
Amerivantage Balance + Rx	High deductible plan

*Plans and benefits vary by state

NEW! Specialized Fax Numbers for Precertification Requests

Amerivantage Plans for 2013

STATE	COUNTIES	PLANS OFFERED
FLORIDA	Broward, Palm Beach, Miami/Dade, Hillsborough, Orange, Pasco, Pinellas and Polk	Specialty + Rx and Classic + Rx
GEORGIA	Chatham and Fulton	Specialty + Rx and Classic + Rx
MARYLAND	Anne Arundel, Baltimore, Carroll, Harford, Howard, Montgomery and Prince George's	Specialty + Rx
NEW JERSEY	Bergen, Burlington, Essex, Hudson, Middlesex, Monmouth, Ocean, Somerset and Union	Specialty + Rx and Balance + Rx
NEW YORK	Bronx, Kings, Nassau, New York, Queens and Richmond	Specialty + Rx, Balance + Rx and Classic Choice + Rx
NEW MEXICO	Bernalillo, Chaves, Otero, Sandoval, Santa Fe, Socorro, Torrance and Valencia	Specialty + Rx and Classic + Rx
TENNESSEE	Davidson, Giles, Lawrence, Lewis, Marshall, Maury, Montgomery, Rutherford, Sumner, Williamson and Wilson	Specialty + Rx and Classic + Rx
TEXAS	Bexar, Brazoria, Denton, El Paso, Fort Bend, Harris, Hudspeth, Lubbock, Medina, Montgomery and Tarrant	Specialty + Rx and Classic + Rx

- Home Health, Durable Medical Equipment, Therapies and Discharge Planning: **1-888-235-8468**
- Concurrent Review Clinical Documentation: **1-888-700-2197**
- Behavioral Health: **1-800-505-1193**
- Initial Admission Notification and All Other Services: **1-800-964-3627**

You can always request precertification at providers.amerigroup.com or by calling **1-866-805-4589**.

New coverage areas for 2013 in blue

Our Special Needs Plan Model of Care

We know Special Needs Plan (SNP) members need lots of care to address their often severe and disabling conditions. You don't have to do it alone!



Our SNP Model of Care for dually eligible Medicaid and Medicare beneficiaries is truly a collaboration between you, the member and our staff, giving you the tools and resources to improve access to care, care coordination and transitions with medical and behavioral health and social services.

Key features:

- An interdisciplinary care team assigned to each member to review care plans, discuss specific cases, collaborate with their providers and give recommendations to best manage care
- Training for all providers, employees and contractors to ensure universal understanding of SNP members' complex conditions and care options
- Care management staff that specializes in helping SNP members
- Assessments of the members' physical, behavioral, psychosocial and functional needs when they enroll and every year after
- Periodic Health Risk Assessments
- Review of Clinical Practice Guidelines and current standards of care
- Analysis and reporting of results to help you improve performance and health outcomes

Get More Support

The Medicare Advantage Annual Enrollment Period is October 15–December 7, 2012.

Members can review our plans at myamerigroup.com/medicare. Our Medicare Dedicated Services Unit (DSU) takes questions from members and providers at 1-866-805-4589.

Take our Model of Care provider training

at providers.amerigroup.com → Office Support → Model of Care Training (Medicare)

Call our DSU if you need more information about our SNP program

or help coordinating care and tools to improve members' health.

Call our Case Management team at 1-866-805-4589

to discuss a specific patient and get detailed answers to your questions.

Still Growing...

2012 has been an incredible growth year for Amerigroup across the country. Our expansions into Louisiana, Washington, more areas in Texas and now Kansas as of January 1, 2013, mean more opportunities for us to work with skilled practices and providers like you. For example, we added over 12,000 providers to our network in Louisiana, and in Washington, we expect to establish 2,000 primary care locations, 7,000 specialty care locations and 40 hospitals in our network. This translates to more choices and ultimately better care opportunities for our members.

We're not just establishing and growing our company in these areas; we're adding to and improving the services we offer in 10 other states.

Here's what's on our horizon:

- Statewide Long-Term Services and Supports (LTSS) in **New Jersey**
- Continued expansion of the **Florida** Long-Term Care Nursing Home Diversion Waiver program
- Autism support services in **New York**
- Pharmacy and dental benefits carve-ins for **Louisiana**
- Expansion of our patient-centered medical home programs in **multiple states**
- Enhanced quality improvement and incentive programs for providers across **multiple states**
- Relaunches of our member and provider websites with **improved functionality**

As we roll out more new business and services, we'll keep sharing the news with you.