

# 2016 HEDIS provider resource catalog

At Amerigroup Community Care, we believe prevention is a key to good health. We use the **National Committee for Quality Assurance (NCQA) HEDIS<sup>®</sup>** measures to monitor and ensure members are receiving high quality preventive health care.

## Let us help you

We offer resources to help you identify preventive services needed and document them appropriately.

### I need help learning about HEDIS measures:

- **Provider lunch and learn** – Regional educational seminars sponsored by Amerigroup
- **Provider website** – Secure provider website with updates and access to panel reports (see details below)
- **Quick reference guide** – Trifold display of common HEDIS codes

### I need help reminding myself and my staff about HEDIS measures:

- **HEDIS reminder tools** – Mouse pads, notepads, screensavers and tissue boxes with educational HEDIS messaging
- **Quality care measures toolkit** – Comprehensive reference guide to recommended HEDIS services, Amerigroup resources and medical assistance resources

### I need help getting members into care:

- **Member lists** – Noncompliant member reports by measure
- **Outreach assistance** – Targeted outreach and appointment coordination campaigns with assistance from the Amerigroup Health Promotion team

### I need help educating and empowering members:

- **Ameritips** – Cross-cultural educational materials
- **Educational posters**
- **Member incentive program collateral** – Brochures and display materials promoting available member rewards programs

### I need help with patients who have complex medical needs:

- **Case management** – Comprehensive care program for members with complex medical and behavioral health needs
- **Disease management** – Programs that assist members with chronic diseases through coordination of health care education, providing effective intervention points and encouraging member self-care

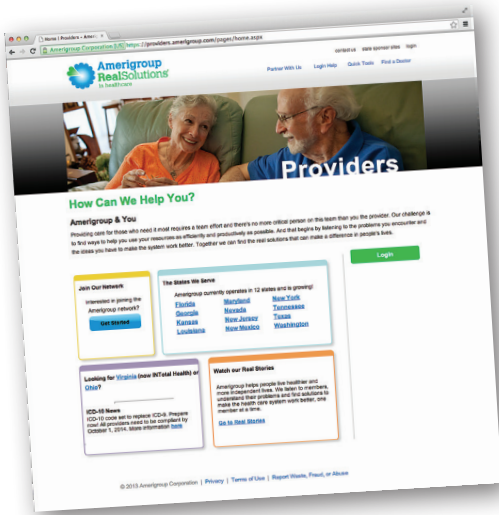
\*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).



# Be our partner in health

You can help us deliver the highest quality health care to our members by:

- Reviewing the **quality care measures toolkit** for specific HEDIS measures and applicable coding
- Requesting a **noncompliant members report** and scheduling patients for appointments
- Advising patients to schedule and keep their preventive exam appointments
- Emphasizing the importance of completing all necessary laboratory services
- Recording comprehensive clinical documentation in the patient's medical record



## Register on our provider website

Our secure website offers immediate access to an assortment of useful tools. Providers can log in using their Amerigroup provider ID and get access to:

- Claims submission status and inquiry
- Member eligibility and copy information
- Authorization requests
- Training courses
- Member reports (e.g., active members, authorization status, claims status, eligibility status)
- Provider updates and news

**Questions?** For health education or outreach,  
call **1-800-964-2112, ext. 44120** or email **mdoutreach@amerigroup.com**.



<https://providers.amerigroup.com>