



## Make Your Encounters Count

Your hard work getting members important preventive services heads off more serious conditions, leading to **improved quality of life for our members and savings for taxpayer-funded programs**. We want to give something back when you deliver high-quality, cost-effective care, which is why we started our Provider Quality Incentive Program (PQIP).

### Who's eligible to participate?

The program is open to PCPs who:

- Have at least 500 assigned Amerigroup members, as measured at the end of the year prior to the program year
- Are participating providers for the entire program year
- Maintain in-good-standing status with the Amerigroup participating provider agreement and have an open panel status at all times during the program year

### How we measure performance

Each year, we'll measure your performance over 13 quality indicators in a HEDIS-like manner. We'll document and publish the measurement methodology prior to the program year. Quality indicators might include:

- Well-child visits (first 15 months of life)
- Well-child visits (3rd, 4th, 5th and 6th years of life)
- Adolescent well-care visits (ages 12–21)
- Adult access to preventive/ ambulatory health services
- Appropriate testing for children with pharyngitis

- Appropriate treatment for children with upper respiratory infection
- Annual dental visit
- Diabetic LDL-C screening
- Diabetic HbA1c testing
- Diabetic eye screening
- Diabetic NEP screening
- Breast cancer screening
- Cervical cancer screening

### We also:

- Look at factors such as your annual Medical Loss Ratio (MLR) and whether you met certain quality benchmarks over a year's time
- Use all this data to determine your incentive payments, which we distribute on an interim quarterly basis
- Conduct an annual reconciliation

### Want to participate or learn more?

Contact your Provider Relations representative to talk about participating in PQIP.



# 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](http://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](http://www.cdc.gov/flu).

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



**Get help with your claims questions** quickly by calling our Internal Resolution Unit for providers. This team is specially trained to resolve your issues and can often do it on the first call. For Medicaid issues, call 1-800-454-3730; Medicare issues should be directed to the Dedicated Service Unit at 1-866-805-4589. Need to check the status of a claim? Log in to our website any time.

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](http://www.supportprop.org) to read their report, Cautious Evidence-Based Opioid Prescribing.





# 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.

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.



## 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,

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

# Partnering With You Through Health Care Reform

**What's next now that the Patient Protection and Affordable Care Act (PPACA) has been upheld by the Supreme Court?** We are forging ahead, readying ourselves to swiftly and seamlessly implement required changes.

Our Office of Health Reform Integration (HRI) is dedicated to staying abreast of what this law will mean for us and you, our valued providers. Visit [hcr.amerigroup.com](http://hcr.amerigroup.com) to see the results of our research and state-by-state synopses of the Medicaid programs we serve.

## You can also find:

- Information about how PPACA will affect you
- 24-hour email response to your questions
- Frequently asked questions
- Latest news and updates in the Reform Spotlight
- Health care reform implementation timelines
- Key terms and acronyms
- Interactive health reform maps
- Videos and quotes from our experts discussing health care reform
- E-news alerts
- Our Twitter and Facebook links

“Our efforts stem from a common goal to achieve continuity of care and coverage for members, and we're working with our state partners to make that happen.”

says Claire Winiarek, director of Public Policy and Research within our HRI team.

PPACA aims to increase access to and affordability of care by putting the focus on preventive care and lower overall costs — right in line with our mission. As we learn more about the changes ahead, we'll keep you posted on what this law will mean for all of us.

## What's not changing?

We'll continue to give you and our members the quality service you're used to, no matter what.

## Keep us posted!

- To report your practice demographic changes, make your changes on our provider self-service site or fax the information to us at 1-866-920-5996.
- Leaving a group and starting your own practice? Mail us a letter to let us know.

## 24/7 Online Tools

**With our wide array of online resources, we make it easy for you to take care of business on your schedule.**

If you register for our provider self-service site, you can:

- Request precertification and look up requirements
- Submit and check the status of claims
- Sign up for EFTs and ERAs
- Download your panel listings, which are updated nightly
- Verify real-time member eligibility
- And more!

**Visit [providers.amerigroup.com/NJ](http://providers.amerigroup.com/NJ) today to get started!**

## Need your panel listing?

**Log in to [providers.amerigroup.com/NJ](http://providers.amerigroup.com/NJ) and download it.**

We've stopped regularly mailing hard copies because we want you to access the most up-to-date information — our online records are updated nightly — but with a call to Provider Services, you can get one mailed to you.

## Recredentialing takes place as a rule every three years.

If we send you a request for materials, please send us your complete application as soon as you can. You're a valued part of our network, and we want you to continue giving our members quality care as always. Let us know if you have questions — email us at [nj1credentialing@amerigroup.com](mailto:nj1credentialing@amerigroup.com).

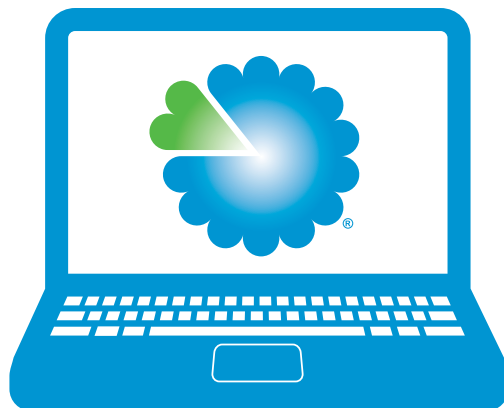
# Do Business With Us on Your Schedule

**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](http://providers.amerigroup.com)
- **Select New User Registration Sign Up**
- **Create a secure password** and enter your code



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**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](http://www.cms.gov) or following them on Twitter @CMSSGov.

## 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.**



# 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 <b>Classic Choice + Rx</b>
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](http://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

## We Have a Home for LTSS Providers

We're preparing for the carve-in of Long-Term Supports and Services (LTSS) into managed care in New Jersey and will keep you posted as we learn more. Right now, we're building a robust network to serve this population. In addition to PCPs and specialists, we're looking for:

- Nursing home services
- Adult day care
- Home care
- Personal care services
- Skilled nursing services

LTSS providers interested in joining our network can request an application right from our website.

## Get More Support

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

Members can review our plans at [myamerigroup.com/medicare](http://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](http://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.



# 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.



NJPEC-0201-12.12.12

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.