

Special no-cost services for our members



<https://providers.amerigroup.com/wa>

Educational and advocacy support

No-cost GED testing

For members 17 years of age and older, Amerigroup Washington, Inc. pays the four required modules of GED testing once per member lifetime.

- This benefit is accessed through coordination with local community colleges. Amerigroup will work with the school to verify eligibility and arrange payment. To help members learn more, advise them to contact Member Services at 1-800-600-4441.

National disability advocacy organizations

Members with disabilities may enroll in an annual membership to one of four national disability advocacy organizations:

- Autistic Self Advocacy Network
- American Association of People with Disabilities
- National Council on Independent Living
- TASH



Pregnancy support

Taking Care of Baby and Me® program

This program provides educational tools and support during pregnancy and throughout the postpartum period. Additionally, the program offers incentives to pregnant members for attending healthy activities such as prenatal and postpartum visits.

My Advocate®

This component of our pregnancy support provides health education by phone, text message, smartphone app or web. Pregnant women will get to know Mary Beth, My Advocate's automated personality. Members can complete an initial health screening related to their pregnancy and then receive prenatal educational messages related to each stage of pregnancy. When members tell Mary Beth that they have a problem, a prompt callback is initiated by one of our case managers.

Prenatal ultrasounds

We cover two routine prenatal ultrasounds for fetal anatomic survey per pregnancy (CPTs 76801 and 76805); no authorization is required. Additional ultrasounds for CPT codes 76811, 76812, 76815, 76816 and 76817 for suspected maternal/fetal abnormality or follow-up require an appropriate diagnosis indicating medical necessity to be reimbursed. Authorization is not required. These limits do not apply to hospitals, maternal fetal medicine or radiology providers. Review our policy on prenatal ultrasounds using our *Quick Tools* menu to access medical coverage policies on our provider self-service website (<https://providers.amerigroup.com/WA>).



Electric breast pumps

Moms may receive one electric breast pump per their lifetime without need for prior authorization. Providers simply submit the request form to our sole source provider, Medline, denoting the member's choice between Medela In Style Advanced personal double breast pump or one of the Ameda Purely Yours pumps.

Just for kids

Newborn circumcisions

We pay for newborn circumcisions up to \$150 for members. Use CPT codes 54150, 54160 or 54161.

Sports physicals

These are paid once a year for members ages 7-18. We pay in-network primary care providers for performing sports physicals for our members ages 7-18. Use current CPT code 99212 with DX Z02.5 when you bill. You can bill for both a wellness visit and a sports physical on the same day by including modifier 25.



Same-day well-child and sick visits

We pay for sick visits and complete preventive well-child assessment visits on the same day. Use evaluation and management (E&M) CPT codes for the level of complexity combined with the age. Bill with the age-appropriate Early and Periodic Screening, Diagnostic and Treatment (EPSDT) service codes (99381-99385 and 99392-99395) using one of the appropriate sick visit E&M codes with modifier 25. Allowable sick visits are limited to the following:

- A minor (e.g., 10 minutes) new patient E&M visit
- A minor established patient E&M visit
- A minimal (e.g., five minutes) established patient E&M visit



When modifier 25 is not billed appropriately, the sick visit is denied. Appropriate diagnosis codes must also be billed for every visit. Same-day wellness visits are not applicable to the After-Hours Care program; after-hours care is for sick visits only.

Boys & Girls Club no-cost membership

This service is available in each of the state locations for members ages 6-18.



Healthy Families program

We give families with children ages 7-13 coaching and support on nutrition and physical activity.



Adults — filling the gaps

Eyeglasses

Members ages 21-64 are covered for one pair, once a year, up to \$100. This service is available through eyeQuest, our eye care vendor.



Acupuncture

Amerigroup pays for three acupuncture visits per calendar year per member aged 18 years and older, with contracted providers. Providers must use the following codes:

- 997810: Acupuncture, one or more needles, without electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient; Amerigroup fixed price of \$30
- 97811: Each additional 15 minutes of personal one-on-one contact with the patient, with reinsertion of needles; Amerigroup fixed price of \$30
- 97813: Acupuncture, one or more needles, with electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient; Amerigroup fixed price of \$50
- 97814: Each additional 15 minutes of personal one-on-one contact with the patient, with re-insertion of needles; Amerigroup fixed price of \$50

Tobacco cessation

All members ages 18 years and older may enroll in Quit for Life, the state's tobacco cessation program. Members enroll by phone at 1-866-QUIT-4-LIFE (1-866-784-8454) or online at <https://quitnow.net>. Amerigroup provides additional resource information and local tobacco cessation program promotion via collaborative partnerships.



Amerigroup also pays PCPs for smoking cessation referral evaluations, smoking cessation prescription evaluation and face-to-face counseling for all members ages 18 years and older.

- Intensive smoking cessation counseling (procedure 99407 for greater than 10 minutes) is limited to one per day.
- Two cessation counseling attempts (or up to eight sessions) are allowed every 12 months. An attempt is defined as up to four cessation counseling sessions.

Transportation services

Members receive a nonmedical transportation benefit to help them access services including getting to school, work, job interviews, getting kids to daycare and other services.



Members should call the National Call Center, verify mailing address and report the service they are trying to access. An Orca card or gas card will be mailed to the member (18 years or older).

One-time only benefit

Members may receive a \$50 Orca card in select areas or a \$50 gas card if they do not live in an area served by Orca.



Staying fit

Weight Watchers®

Members can receive one Weight Watchers voucher good for sign-up fee and 13 weeks of classes and 14 weeks of Digital Tools. They must be over age 17 and get permission from their doctor.



FitnessCoach Program

Services include online exercise classes and online information on fitness and exercise topics, including information available to special needs populations.

Light Box for seasonal affective disorder (SAD)

Members must be diagnosed with SAD to be eligible.



No preauthorization is required; however, members with past or current eye problems, such as glaucoma, cataracts or eye damage from diabetes, must get advice from their eye doctor before starting light therapy.

Life Transition Kit

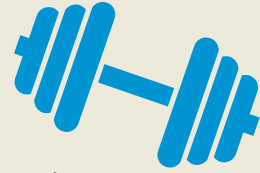
A Life Transition Kit includes: first-aid supplies such as bandages and ointment, toothpaste, travel toothbrush, mouthwash, dental floss, and a \$15 Subway gift card.

This benefit is intended to help members get back on their feet more quickly when transitioning out of an institutional setting or for anyone enrolled in supportive employment.



MyStrength™

MyStrength is an online well-being program that offers web and mobile *HIPAA*-compliant tools to help members with emotional health issues such as depression, anxiety, stress, and misuse of drugs and alcohol. It allows eligible members to take an active part in improving their health and well-being.



Focusing on mental health is important, and our program includes web and mobile resources to help strengthen mind, body and spirit. Our program includes a dynamic, personalized website that offers clinically proven mental health applications to help with mental health challenges using tailored wellness resources. Our self-help resources help ensure our members can be active participants in their journey to becoming — and staying — mentally and physically healthy.

Peer-to-peer counselor benefit

Certified peer counselors work with their peers (adults and youth) and the parents of children receiving mental health services. They draw upon their experiences to help peers find hope and make progress toward recovery. Because of their own life experience, they are uniquely equipped to provide support, encouragement and resources to those with mental health challenges.



Washington state's Peer Support Program has trained and qualified mental health consumers as certified peer counselors since 2005. A *consumer* is someone who has applied for, is eligible for or who has received mental health services. This also includes parents and legal guardians when they have a child under the age of 13, or a child 13 or older when they are involved in their treatment plan (WAC 388-865-0150).

Members contact Member Services to request payment for the program. Member Services will contact David Escame at the health plan, david.escame@amerigroup.com:

- \$60 initial registration fee
- \$50 annual renewal fee
- \$110 total unit cost




Member incentives for healthy behaviors

Amerigroup partners with provider groups to tailor member incentives and outreach. Programs are developed based on population needs and priorities. Additionally, Amerigroup offers eligible members incentives for important preventive care visits identified below. Each incentive reward is limited to one per year per reward. Gift cards are not valid for alcohol, tobacco, gift cards, stored-value cards, lottery tickets or other contest entries.

Additionally, member incentives may include:

- Prenatal care visit in the first trimester or within 42 days of enrollment and receive \$10 reward
- Ongoing prenatal care visits — attend at least six prenatal care visits during pregnancy and receive a \$40 reward
- Postpartum checkup completed 21-56 days after delivery and receive \$25

Member Behavior	Amerigroup Incentive	Ages	How does a member get it?
Well-Child Visits During the First 15 Months of Life	 <p>\$25 gift card to Subway, Winco Foods, iTunes, Petco and NorthForty</p>	0-15 months of age	Members need to complete six visits to their PCP before 15 months of age.
Well-Child Visits for Ages 3-6 Years		3-6 years old	Members need to complete an annual wellness checkup.
Adolescent Well Visits		12-21 years old	Members need to complete an annual wellness checkup.
Adult Annual Wellness Visit		20 years old and older	Members need to complete an annual wellness checkup.
Cervical Cancer Screenings		21-64 years old	Members need to complete a cervical cancer screening.
Breast Cancer Screening		50-74 years old	Members need to complete a breast cancer screening.
Diabetic Retinal Eye Exam		18-75 years old	Members need to complete a diabetes retinal eye exam.
Comprehensive Diabetes Care		18-75 years old	Members need to complete a comprehensive diabetes care screening, which includes four screenings: eye exam, blood pressure, HbA1c test and nephropathy screen.

For additional information, encourage members to visit Healthy Rewards at <https://www.myamerigroup.com/healthyrewards> or call 1-877-868-2004 Monday-Thursday 8 a.m.-7 p.m. and Friday 8 a.m.-6 p.m. ET.

End of life

Vital decisions

This program provides telephonic health care counseling service for members who are within approximately 6-9 months from end of life. The program consists of a series of telephone counseling sessions with an individual counselor to educate and coach members to become more active participants in health care and end-of-life decision making. Amerigroup will identify potential participants through medical and pharmacy claims. If providers wish to refer members to this optional program, they may contact our case managers at 1-800-454-3730.

Online and mobile resources



24-hour Nurse HelpLine

Members may speak to a nurse about medical questions or concerns, day or night, even on holidays. Translation services are available for more than 150 languages.

SafeLink®

Qualified members may secure a cellphone with up to 350 no-cost minutes of service each month, plus the member may be eligible for the following:

- 200 extra one-time bonus minutes when the member chooses to receive free health text messages
- Unlimited wellness text messages from Amerigroup, plus reminders to renew benefits on time
- Unlimited minutes when calling our Member Services department and 24-hour Nurse HelpLine

Note: SafeLink Wireless® is a Lifeline-supported service. Lifeline is a government benefit program. Only those who qualify may enroll in Lifeline. It can't be transferred. It is limited to one per household. Members may need to show proof of income or that they take part in the program to enroll.

Amerigroup Mobile ID card and app

Members may use this feature to safely access ID cards, find a doctor and increase access to health resources.



Additional resources

First-aid kit and dental hygiene kit



These kits are available at no cost when a personal disaster plan is completed online.

Disease management education and support

This support program is designed to help manage difficult health conditions like asthma, diabetes and chronic obstructive pulmonary disease.

Contact info:



To find out more about these special services, please call your local Network Relations consultant or our Provider Services team at 1-800-454-3730.

Members can call 1-800-600-4441 or TTY 711 to learn more about the benefits listed above.

Please note: This flier is intended for educational use to providers and community organizations. This is not for public distribution.

