

Special no cost services for our members



Going the extra mile – we offer more.

Amerigroup Washington, Inc. provides special services through participating providers for members to most effectively manage all stages of life, from preparing for pregnancy to incentivizing them to get checkups and live healthier through end of life care.

Educational and advocacy support

No-cost GED testing

For members ages 17 and older, Amerigroup 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.

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[®] rewards program

This program provides educational tools and support during pregnancy and through postpartum care. Additionally, the program offers incentives to pregnant members and new moms (for attending scheduled appointments). Watch for even greater incentives starting in July of 2016.

My Advocate[™]/Warm Health[™]

This component of our pregnancy support provides health education by phone, text message or smartphone app. Pregnant women will get to know Mary Beth, My Advocate/Warm Health's automated personality. The member will complete an initial health screening related to her pregnancy, and then she will receive prenatal educational messages related to her stages of pregnancy. Once moms deliver, they will receive information on postpartum care and well-baby care. If members tell MaryBeth that they have a problem, they will get a prompt callback from 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 and radiology providers. Review our policy on prenatal ultrasounds using our Quick Tools menu to access medical coverage policies on our provider self-service website.



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

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 also bill for both a well-visit and sports physical on the same day by including the 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) services codes (99381-99385 and 99392-99395) using one of the appropriate sick visit E&M codes with the 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., 5 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 both visits. 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 all Washington 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

One pair, once a year up to \$100 for members ages 21-64. 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:

- 97810: 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 reinsertion 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.



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



Amerigroup On Call

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®

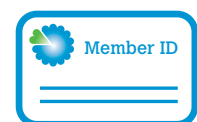
Qualified members may secure a cellphone with up to 350 no-cost minutes of service each month, plus the member may be eligible for the following:

- 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 Amerigroup On Call

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. You may need to show proof of income or that you 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 Provider Relations representative or our Provider Relations 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.

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

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.

Member behavior	Amerigroup incentive	Ages	How does a member get it?
Well-child visits during the first 15 months of life	\$25 gift card to Toys R Us	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	\$25 gift card to Toys R Us	3-6 years old	Members need to complete an annual wellness checkup
Adolescent well-visits	\$25 gift card to iTunes	12-21 years old	Members need to complete an annual wellness checkup
Adult annual wellness visit	\$15 gift card to Safeway	20 years old and older	Members need to complete an annual wellness checkup
Cervical cancer screenings	\$15 gift card to Safeway	21-64 years old	Members that complete a cervical cancer screening
Breast cancer screening	\$15 gift card to Safeway	50-74 years old	Members that complete a breast cancer screening
Diabetic retinal eye exam	\$25 gift card to Safeway	18-75 years old	Members need to complete a diabetes retinal eye exam
Comprehensive diabetes care	\$25 gift card to Safeway	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