

Provider Update

In-Home Visits Available for Members with Chronic and Complex Conditions

Beginning April 1, 2016, WhiteGlove Medical Care became available to New Jersey and Texas Medicare Advantage members who are facing chronic and complex illnesses. WhiteGlove will provide weekday and weekend in-home care management services for our members with complex health issues. WhiteGlove Medical Care does not replace office-based care visits. WhiteGlove Medical Care health professionals follow the PCP's plan of care for our members. Amerigroup* Community Care offers this program to reduce avoidable inpatient admissions and emergency room visits.

WhiteGlove uses member data to identify and contact members who may benefit from this program. Members who choose to participate will be contacted by WhiteGlove staff. There is no out-of-pocket cost for our members who choose to use the program.

If you have questions, you may call the WhiteGlove toll free line at 1-877-214-0922.

The in-home visit program is administered by WhiteGlove Medical Care, an independent company.

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*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program. In New Mexico: Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.

