

## Welcome to the provider network family

Amerigroup District of Columbia, Inc. is pleased you have joined our network — which consists of some of the finest health care providers in the state. Amerigroup has been selected by the District of Columbia Department of Health Care Finance to provide health care services for members enrolled in the District of Columbia Healthy Families Program, Alliance and the Immigrant Children's Program.

### Who we are

Amerigroup represents a growing network of health care providers who make it easy for our members to receive quality care. Amerigroup health services programs, combined with those already available in our target service areas, are designed to supplement your treatment plans. Our programs also serve to help improve the overall health of our members by informing, educating and encouraging self-care in the prevention, early detection and treatment of existing conditions and chronic disease.

We believe hospitals, physicians and other providers play a pivotal role in managed care. We can only succeed by working collaboratively with you and other caregivers. Earning your loyalty and respect is essential to maintaining a stable, high-quality provider network. Together, we can arrange for and provide an integrated system of coordinated, efficient and quality care for our members/your patients.

### What we offer

- We help providers promote a higher quality of health care through direct outreach efforts and preventive programs for prenatal care and for those with asthma and other conditions.
- We provide assistance to long-term services and support members in over [seven] states and tailor our programs to each state. We expand access to home- and community-based care and services that foster independence. We achieve this through a comprehensive care coordination process aimed at improving health outcomes for our members.
- We focus on the whole person and recognize a clear need to combine physical and behavioral health care; doing so improves health outcomes and reduces cost. Through health care system integration, we've supported thousands of members in achieving their own recovery goals by creating health programs and care management plans that address physical and behavioral health needs as well as social supports for members and their families.
- We offer extensive provider services including fast and accurate electronic claims submission and payment; online eligibility verification and preauthorizations; local support through Provider Relations representatives; and customer care services over the phone [24 hours a day, 7 days a week].

- We commit to ensuring access to primary and preventive care services as well as providing first-class customer service by improving access to all necessary health care services, encouraging coordination of medical care, and emphasizing prevention and education.

We look forward to working with you to bring our members the quality care they deserve.

**Newsletter — Share it with your team**

The *Provider Newsletter* contains important information for you as well as members of your team. When you receive the latest edition, please take a moment to share the information with your staff. Future editions of the *Provider Newsletter* will be available on the provider website ([<https://providers.amerigroup.com/DC > Newsletters>]).