

Provider Update

Amerigroup changing 2016 Medicare Advantage plans

Summary: We want you to know about changes to Amerigroup Amerivantage (Medicare Advantage) plan service areas. These changes will take effect January 1, 2016. Some plan service areas will be eliminated or reduced. These service area changes do not impact your participation in the Medicare Advantage network.

✦ **What this means to you:** Amerigroup Community Care of New Mexico, Inc. will no longer offer Amerivantage Medicare Advantage plans in Chaves, Otero, Sierra and Socorro counties. Amerigroup will continue to offer the Amerivantage Classic, a traditional HMO Medicare Advantage Prescription Drug plan, in Bernalillo, Sandoval, Santa Fe, Torrance and Valencia counties.

What is the impact of this change?

Prior to October 15, 2015, members affected by these changes will receive a letter from us that explains their Medicare coverage options. Members will continue to have coverage through their current plans until December 31, 2015. It's important to note that members may have a different network of providers and/or different benefit structure when switching from previous plans.

We are working with CMS to help ensure our members understand options for continuing their Medicare health insurance coverage.

We understand our members may contact their doctors' offices with questions about their plan. Members may call the customer service telephone number in the letter they receive from us. Members may also contact our customer service through the number provided on the back of their member ID cards. Our customer service representatives will be able to assist them.

We are always evaluating our Medicare Advantage products to ensure that they meet our member needs for access, cost and quality.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-866-805-4589.

Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.

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