



January [TBD], 2013

Dear Provider:

Thank you for participating in the Amerigroup Community Care of New Mexico, Inc. Amerivantage (Medicare Advantage) provider network. This year marks our sixth year providing health care services to elderly and disabled populations in New Mexico.

**About Our Amerivantage Plans:**

We provide health care services to Medicare beneficiaries who are entitled to Part A and enrolled in Part B. Amerivantage refers to the Medicare Advantage Special Needs Plan (SNP) and Medicare Advantage Prescription Drug (MA-PD) plans we offer. All of our plans include Medicare Part D prescription drug coverage, as well as supplemental benefits covering other health care services. Our SNP plan (described below) has additional eligibility requirements.

In New Mexico, we offer the Amerivantage Specialty + Rx plan to beneficiaries who are eligible for both Medicare and Medicaid benefits (dual eligibles) or who are Qualified Medicare Beneficiaries. We also offer the Amerivantage Classic + Rx plan, which includes copays for most services.

**New Mexico Counties Where Amerivantage Is Offered:**

We offer Amerivantage plans in Bernalillo, Chaves, Otero, Sandoval, Santa Fe, Socorro, Torrance and Valencia counties.

2014 Plan Benefit Highlights		
Benefit	Details	Vendor
Routine physical exams	Comprehensive physical exam with clinical review of body systems and appropriate laboratory services.	You may bill for one routine annual visit per year (e.g., 99385–99387, 99395–99397) with ICD9 diagnosis code V70.0.
Personal Emergency Response System	System and monitoring equipment only.	Critical Signals Technologies (CST)
Preventive and comprehensive dental coverage	Specialty + Rx only: Two dental exams, two cleanings and one set of X-rays per year, and a quarterly allowance of \$150 for comprehensive dental benefits.	DentaQuest
Routine vision coverage	<ul style="list-style-type: none"> <li>Specialty + Rx and Classic + Rx plans: One routine eye exam per year</li> <li>Specialty + Rx: \$150 annual allowance for glasses or contacts.</li> <li>Classic + Rx: \$100 annual allowance for glasses or contacts.</li> </ul>	Block Vision

<b>2014 Plan Benefit Highlights</b>		
<b>Benefit</b>	<b>Details</b>	<b>Vendor</b>
Routine hearing services	Specialty + Rx only: One routine hearing exam per year and \$1,000 annual allowance for hearing aids.	N/A — Available through Amerigroup participating providers
Over-The-Counter (OTC) items	Quarterly allowance for certain OTC items. Benefit rolls from quarter to quarter but not year to year: <ul style="list-style-type: none"> <li>• Specialty + Rx only: \$130 quarterly limit.</li> </ul>	DrugSource
Silver Sneakers fitness program	Access to a network of fitness facilities	Healthways (Silver Sneakers)
Weight management	Specialty + Rx only: Monthly membership. Participation in person at local facilities or online with no copayment. No food or meal preparation is included.	Weight Watchers
Part D prescription drugs	Generic coverage in the Part D coverage gap: <ul style="list-style-type: none"> <li>• Specialty + Rx: Coverage of Tier 1 &amp; 2 drugs in the gap at \$0 copay.</li> <li>• Classic + Rx: Coverage of Tier 1 drugs in the gap at \$2 copay.</li> </ul>	Caremark
Telemonitoring	Coverage of in-home equipment and telecommunication technology to monitor specific health conditions. Telemonitoring services supplement but do not replace face-to-face physician visits.	Critical Signals Technologies (CST)

In addition to the benefits and services noted above, PCPs should conduct a Health Risk Assessment (HRA) for each Medicare member assigned to his/her panel on an annual basis. Please download the HRA from our website, complete it electronically, fax it to the number on page one and bill for the service. We will reimburse you \$200 for a properly completed HRA.

For more information about 2014 benefits and market-specific details, please refer to the 2014 Amerigroup Medicare Advantage provider manual online at [providers.amerigroup.com/NM](http://providers.amerigroup.com/NM).

**2014 Medicare Enrollment Process:**

- The Medicare Annual Enrollment Period (AEP) begins October 15 and ends December 7 of each year.
- The Medicare Advantage Disenrollment Period (MADP) begins January 1 and ends February 14 of each year. During the MADP, Medicare beneficiaries have the opportunity to disenroll from any Medicare Advantage plan and return to original Medicare and/or enroll in a stand-alone prescription drug plan (not offered by Amerigroup).

- The Initial Coverage Election Period: When a person first becomes eligible for Medicare hospital insurance (Part A) and medical insurance (Part B), he or she has a seven-month period to enroll in a Medicare Advantage plan. This usually happens around the person's 65th birthday.
- Special Election Period: The Centers for Medicare & Medicaid Services (CMS) identifies several circumstances when a person may change Medicare options outside of the annual or initial enrollment periods. For example, dual-eligible members can enroll in or disenroll from a Medicare Advantage plan at any time throughout the year.
- Special Needs Plan (SNP) enrollees may change Medicare Advantage plans at any time during the year with changes effective the first of the following month, subject to CMS approval.

**Cost Sharing:**

- You may not collect any additional payment from Amerivantage members other than those cost-sharing amounts specified in the members' plan Summary of Benefits.
- You should bill the state Medicaid agency or the member's Medicaid plan.
- For dual-eligible members, you may only collect amounts permitted by the state Medicaid program or federal law.
- For dual-eligible members, federal law requires you to bill only the members' health plan or the state Medicaid agency for copayments or other cost-sharing amounts.

To keep you informed about Amerivantage plan updates, we will send monthly communications highlighting topics and resources. Let us know how we are doing and how we can better serve you by emailing your feedback to:

Michelle Moats

Manager of Provider Education

michelle.moats@amerigroup.com

If you have questions, please call our Dedicated Service Unit at 1-866-805-4589. We look forward to working with you for another successful year

Sincerely,

Amerigroup Community Care of New Mexico, Inc.