

December [TBD], 2013

Dear Provider:

Thank you for participating in the Amerigroup Community Care Medicare Advantage provider network. This year marks our sixth year providing health care services to elderly and disabled populations in Tennessee.

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 (described below) have additional eligibility requirements.

In Tennessee, we offer the Amerivantage Specialty + Rx plan to beneficiaries who are eligible for both Medicare and Medicaid benefits (dual-eligible) and enrolled in the following Medicare Savings Programs: Qualified Medicare Beneficiaries (QMB) and QMB Plus. We also offer the Amerivantage Classic + Rx plan, which includes copays for most services.

Tennessee counties where Amerivantage is offered

We offer Amerivantage plans in Bedford, Cannon, Cheatham, Clay, Cumberland, Davidson, DeKalb, Fentress, Giles, Hickman, Houston, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Overton, Perry, Pickett, Robertson, Rutherford, Smith, Stewart, Sumner, Trousdale, Van Buren, Warren, Wayne, White, Williamson and Wilson counties.

| 2014 Plan Benefit Highlights | | |
|-------------------------------------|---|---|
| Benefit | Details | Vendor |
| Routine physical exams | A comprehensive physical exam with a 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 ICD-9 diagnosis code V70.0 |
| Personal Emergency Response System | System and monitoring equipment only. | Critical Signals Technologies (CST) |
| Hearing services | <ul style="list-style-type: none"> Specialty + Rx only: One routine hearing exam per year and \$1,000 annual allowance for hearing aids. | N/A — Available through Amerigroup participating providers |
| Preventive dental coverage | <ul style="list-style-type: none"> Specialty + Rx and Classic + Rx: Two dental exams, two cleanings and one set of dental X-rays per year. | DentaQuest |
| Comprehensive dental coverage | <ul style="list-style-type: none"> Specialty + Rx only: \$250 quarterly allowance for comprehensive dental benefits. | |
| Routine vision coverage | <ul style="list-style-type: none"> Specialty + Rx and Classic + Rx: One | Block Vision |

| 2014 Plan Benefit Highlights | | |
|-------------------------------------|--|-------------------------------------|
| Benefit | Details | Vendor |
| | routine eye exam per year <ul style="list-style-type: none"> • Specialty + Rx: Up to \$150 annual allowance for glasses or contacts. • Classic + Rx: Up to \$100 annual allowance for glasses or contacts. | |
| Over-The-Counter (OTC) items | Specialty + Rx only: \$50 quarterly allowance for certain OTC items. Benefit rolls over from quarter to quarter but not year to year. | DrugSource |
| Silver Sneakers fitness program | Access to a network of fitness facilities. | Healthways (Silver Sneakers) |
| Telemonitoring | Coverage of in-home equipment and telecommunication technology to monitor specific health conditions. Telemonitoring services supplement care 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, refer to the 2014 Amerigroup Medicare Advantage provider manual online at providers.amerigroup.com/TN.

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 plan members other than those cost-sharing amounts specified in the members' plan Summary of Benefits.
- Amerigroup will process your claims as primary payer, issue any appropriate payment and an explanation of payment/remittance advice, and submit the secondary claim to TennCare on your behalf. TennCare will process your secondary claim and provide you with a remittance advice along with any payment as appropriate.
- 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

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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