

Getting to know Amerigroup Washington



Who we serve. Washington Apple Health.



- We help provide access to health care for over 150,000 Amerigroup members through:
 - *Temporary Assistance for Needy Families (TANF)*
 - *Expansion population*
 - *Children's Health Insurance Program (CHIP)*
 - *Supplemental Security Income and Aged, Blind and Disabled (SSI/ABD)*



We are growing



- *In 2019, we add Clark County and Skamania County*
- *In 2019, we will launch our Dental Plan. Amerigroup Dental Plan of Washington*
- *On January 2020, we will be one of only two health plans that will be statewide with Fully Integrated Managed Care. All 39 counties*



Whole Person Health

We believe achieving good health only begins with the best doctors. But to truly improve healthcare, we need to focus on more than just medical needs.

“Whole Person Care” includes physical and behavioral health, dental health, emotional well being and more. We support organizations that are focused on creating healthy communities. We invest in education, employment, housing and homelessness issues, social justice, transportation, health equity, and more. It also means listening and working with our friends and neighbors to create extra benefits that address social determinants of health.

Through community outreach, we engage friends and neighbors at fun, educational events promoting access to care. We also serve on committees on Boards throughout the State. We are out in the community almost every day. We can only be impactful if we are building trusting relationships in the community. Everything we do is viewed through the lens of “nothing about us, without us.”



We are proud of our Amerigroup Foundation

- We continue to award grants that promote healthier families and communities throughout Washington. Here are just a few of the organizations and programs we've funded
 - Boys and Girls Club of Washington State
 - Catholic Family & Child Service – Mental Health First Aid class
 - Washington Low Income Housing Alliance – Emerging Advocates Program



We support Providers too

- **Community Health Centers of Snohomish County, Pierce County and CHAS**
– *Reach out and Reach Program*
- **Mattawa Clinic** - *Mattawa Comm"Unity" Day*
- **Country Doc: Healthcare for the Homeless events**
- **Health Point** – *Hero 5K Fun Run and Kaleidoscope Gala*
- **Sea Mar** – *Latino Health Conference; Homeless Outreach Days*



Our work with Tribes and American Indian Alaskan Native groups

The following traditional healing benefits were identified working with Seattle Indian Health Board staff for reimbursement

- *Smudging*
- *Sweat lodge*
- *Storytelling*
- *Talking Circle*



Achieving “Whole Person Care.” We offer extra benefits just for Amerigroup members

- **No-cost eyeglasses** up to \$100 once a year for members age 21-64
- **GED test payment** This benefit is with your local community college. We worked with a jobs program to create this benefit.
- **No-cost sports physicals** for members ages 7-18
- **No-cost Boys & Girls Club membership** where available for members ages 6-18
- **No-cost YMCA membership** up to age 19 at the Wenatchee YMCA if you qualify for the Y scholarship



More extra benefits just for Amerigroup members

- **No-cost first aid kit** when members fill out a personal disaster plan online
- **No-cost dental hygiene kit** when members fill out a personal disaster plan online
- **Disease Management** support and education to help members control ongoing health conditions like asthma, diabetes and COPD
- **Healthy Families** to give families with children ages 7-13 coaching and support on nutrition and activity



- **Acupuncture** Adult members will be able to use 3 Acupuncture treatments sessions every calendar year. Members will have to utilize an in network Provider.



Yes, even more extra benefits just for Amerigroup members

- **Taking Care of Baby and Me®** rewards program to give new moms gift cards just for going to checkups on time
- **Circumcision** for newborns up to \$150
- **Electric Breast Pump (3 options)**
 1. Medela in Style Advanced Personal Double Breast Pump
 2. Ameda Purely Yours Double Electric Personal Pump
 3. Ameda Purely Yours Ultra Pump



Not done yet...even more extra benefits just for Amerigroup members

- **myStrength™** This new App offers tools to help members with emotional health issues such as depression, anxiety, stress, and misuse of drugs and alcohol.

Go to www.mystrength.com/amerigroup to sign up.

- **Amerigroup Mobile** app for smartphones so members can safely access their ID card, find a doctor, and explore health and wellness information anytime, anywhere
- **No-cost cell phone** through Safe Link and up to 250 minutes of service each month for qualified members, plus:
 - *200 extra one-time bonus minutes when they choose to get free health text messages*
 - *Unlimited wellness text messages from Amerigroup, plus reminders to renew their benefits on time*
 - *Unlimited minutes when calling our Member Services department*



Not kidding...even more extra benefits just for Amerigroup members

- **No-cost membership to one of these organizations** that support self-advocacy, disability rights and opportunities for people with disabilities: American Association of People with Disabilities (AAPD), Autistic Self Advocacy Network (ASAN), National Council on Independent Living (NCIL) and TASH.



With FIMC, we added new benefits that support our members

Peer Support Specialist Registration and Renewal Payment:

We pay registration and annual renewal cost for our members who want to become and participate as Peer Support Counselors

Although there is no cost for the training, application or test to become a certified Peer Support Counselor, a member must first become an “Agency Affiliated Counselor.” Here is the cost:

- \$60 initial registration fee
- \$50 annual renewal fee

Life Transition Kit: Includes first aid supplies, toothpaste, travel toothbrush, mouthwash, dental floss, gift card, emergency blanket and a resource card with contact numbers

For Members experiencing homelessness or transitioning from an institutional setting or enrolled in an employment program.



We aren't done!

Light Box for Seasonal Affective Disorder (SAD):

Members must be diagnosed with Seasonal Affective Disorder to be eligible.

Members with past or current eye problems such as glaucoma, cataracts or eye damage from diabetes, must get advice from their eye doctor before starting light therapy

FitnessCoach Program:

Services include online exercise classes and online information on fitness and exercise topics, also includes information available to special needs populations

Weight Watchers:

Members can receive one Weight Watchers voucher good for sign-up fee and 13 weeks of classes and 14 weeks of Digital Tools

You have to be over age 17 and get permission from your doctor



And lastly....

Non-medical transportation benefit:

To help you access services including getting to school, work, job interviews, getting kids to daycare, and other services

Member will call the National Call Center, verify mailing address, and report the service they are trying to access. An Orca card or gas card will be mailed to the member

18 and older. One time only benefit

- \$50 Orca Card in areas covered by Orca

Or

- \$50 Gas card if you do not live in an area served by Orca



If a your or member has a question...a

- Contact Member Services: 1-800-600-4441 TTY: 711
- Visit: www.myamerigroup.com/WA

And you contact me at david.escame@amerigroup.com or call me at 206-674-4464





An Anthem Company