



Quick Reference Guide for Members



Amerigroup
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A photograph of a man and a young girl fishing from a pier. The man, wearing a cap and sunglasses, is holding a fishing rod. The girl, with freckles and sunglasses on her head, is also holding a fishing rod and looking towards the camera. They are standing on a concrete pier with a metal railing, and a body of water is visible in the background.

Your health care

You have Amerigroup as your health insurance company.

We work with you and your primary care provider (PCP) to make sure your health care is coordinated. Use this quick reference guide and your member handbook to get the most of your benefits.

What do I do if I need health care?

- Call your primary care provider (PCP) – This is the place to start for any health care need (unless it's an emergency). Your PCP will answer your questions and help you figure out what you need to do.
- Call the 24-hour Nurse HelpLine toll free at 1-800-600-4441 (TTY 1-800-855-2880) for answers to your medical questions. Our nurse can tell you how to take better care of yourself at home, when you need medical help and where to go to get it.
- Visit an urgent care center – If you're sick or injured and it could turn into an emergency if not treated within 48 hours, go to a network urgent care center. Some urgent care needs include throwing up, minor cuts or burns, earaches, or low-grade fever.
- Call 911 or go to the emergency room (ER) – If you get a serious illness or injury that could lead to death or serious bodily harm, go to the ER or call 911. Some emergencies include trouble breathing, chest pain, bad burns, uncontrolled bleeding or loss of consciousness.

Important phone numbers

24-hour Nurse HelpLine: 1-800-600-4441

(TTY 1-800-855-2880) 24 hours a day, 7 days a week, even on holidays

Member Services: 1-800-600-4441

(TTY 1-800-855-2880) from 8 a.m. to 5 p.m. Monday through Friday to get answers about your benefits or your primary care provider (PCP) or to ask for an ID card or a provider directory

Emergency: 911



What if I move or change my phone number?

Make sure you call us at 1-800-600-4441. We can update your information. Who else needs to know? Contact your PCP and the Nevada Division of Welfare and Support Services at 1-800-992-0900, option 2.



When do I need to show my Amerigroup ID card?

When you visit a provider's office, you'll be asked to show your Amerigroup ID card. If you lose your ID card, call us or go to www.myamerigroup.com/NV to print another one.



My local pharmacy:

for prescriptions

My primary care provider:

for appointments, referrals and authorizations

Other important numbers:



Your doctor and you



When you joined Amerigroup, you chose or were assigned a primary care provider (PCP) in the Amerigroup network.

Your Amerigroup PCP coordinates all your health care needs. You need to make an appointment to see your PCP within the first 90 days of enrollment. Your PCP can help you get the care you need from specialists, hospitals or other providers.

Your doctor is the key to all your health care needs like:

- Making sure you get all your preventive care, such as wellness visits
- Treating you when you're sick or injured
- Prescribing medications you need
- Authorizing X-rays, lab work or other medical services

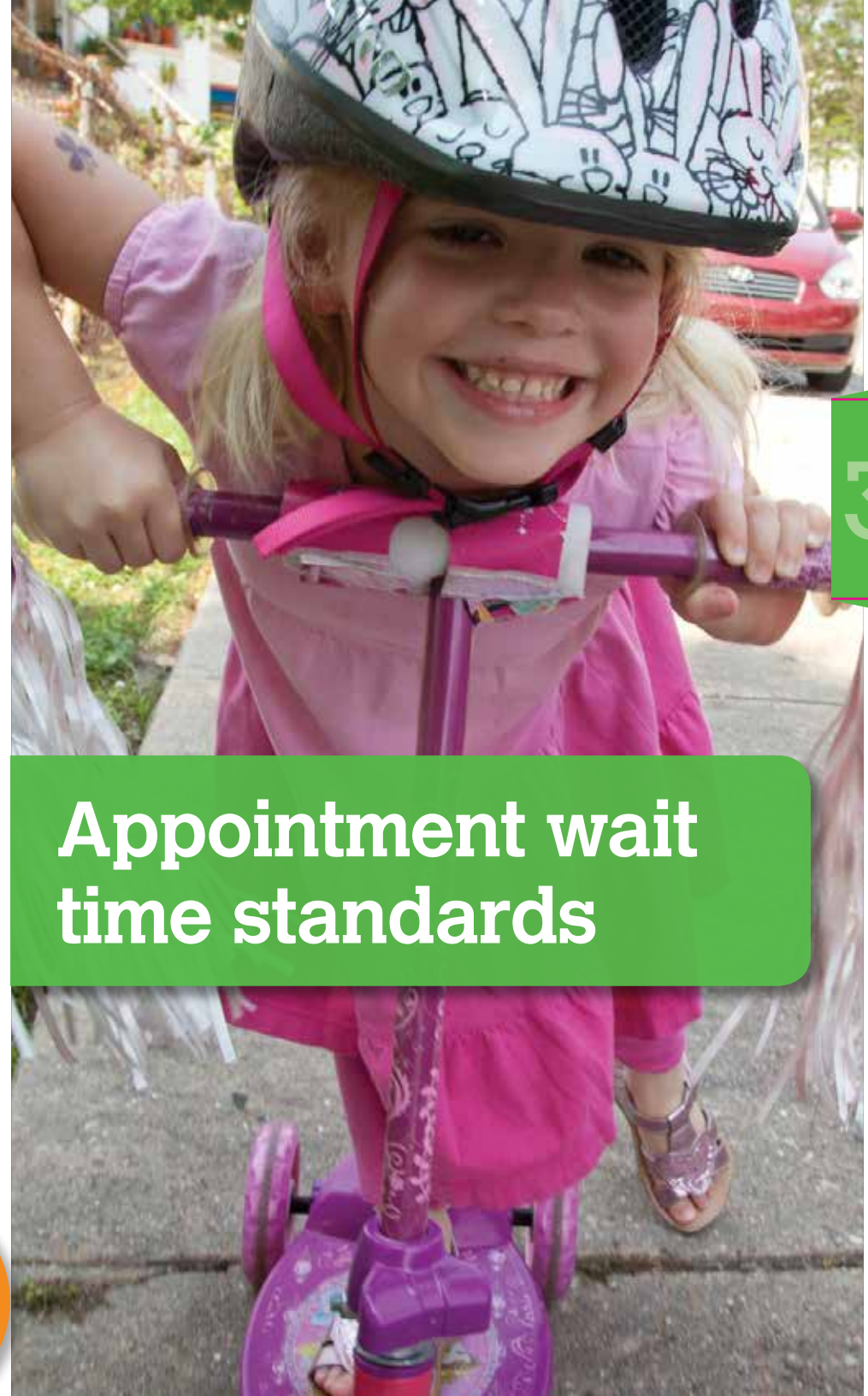
You can change your PCP any time. Just call us at **1-800-600-4441**. We can help you find a new doctor. We'll mail you a new ID card within 10 business days.

Did you know each of us, no matter our age, needs to have checkups with our doctor?

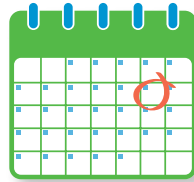
- Babies need to see their doctor at least seven times in the first two years. The first well-child visit will happen in the hospital after the baby is born. For the next six visits, you must take your baby to his or her PCP for important shots. After age 2, your child needs to have well-child visits at least once a year for a checkup.
- As an adult, it's good to visit your doctor once a year for a checkup – even if you don't feel sick. To help you remember, schedule your checkup in the same month as your birthday each year.

No one should treat you differently due to your race, religion, ethnicity, gender, age or disability.

Oral interpretation and translation services are free for members. Just call Member Services toll free at 1-800-600-4441 (TTY 1-800-855-2880). If you need an interpreter for your next PCP checkup, call us at least one day before your visit. We can arrange an interpreter for you. We offer translation services in more than 150 languages.



Appointment wait time standards



We work with providers to help you get an appointment and to be seen in a reasonable time.

When you need to see your PCP, call the office. Tell the nurse your symptoms and how long you've been having them. This will help decide when you should be seen.



What if I need a PCP who speaks my language?

Amerigroup members come from diverse cultures. Our providers have learned about different cultures. **Call us if you need help finding a PCP who can meet your unique needs. Or go to www.myamerigroup.com/NV to find the right PCP for you.**



Service	Appointment Wait Time Requirement
PCP routine visit (wellness checkups and non-urgent appointments)	Within two weeks
Routine specialist visit	30 days of initial authorization from the member's PCP (sooner if deemed necessary by the PCP)
When the provider's office is closed	Members have the option of either speaking to the answering service or calling the Amerigroup 24-hour Nurse Helpline.
PCP urgent care (for illnesses like a sore throat lasting for more than two days)	Within two calendar days
Regular dental, optometry, lab and X-ray	30 days



It's a good idea to plan ahead for your PCP checkup.

Decide what you want to talk about. Write down any questions or concerns you have and:

- Bring your Amerigroup ID card
- List any medications you're taking

Seeing your PCP for regular checkups can help you stay healthy.

During your visit, your PCP will:

- Talk with you about your past health history and your family's health history
- Give you a physical exam to check your body mass index, vision, hearing, blood pressure, reflexes and more
- Review your current medications and make sure you're taking them correctly
- Ask questions about your daily living habits like smoking, safety and more



Preparing for your doctor's visit



What if I have questions about my benefits? **Look at this quick reference guide or your member handbook.** Or call Member Services at 1-800-600-4441. We're here to help every step of the way!

Your benefits and Amerigroup

For a full listing of your Nevada Medicaid and Nevada Check Up benefits and services, please see your member handbook. **You will not be charged copays for any covered services.** Nevada Check Up members pay quarterly premiums based on your family's income.

See your member handbook for a full listing of benefits. If you have questions about your benefits and you live in the:

- Reno/Sparks area, call the Division of Welfare Services at 775-684-7200
- Las Vegas area, call the Division of Welfare Services at 702-486-1646



Member rights and responsibilities





Did you know about Amerigroup Mobile for your smartphone? If you have an Android or iPhone, you can get a mobile ID card to show your doctor, pharmacist or urgent care center.

As an Amerigroup member, you have a lot of rights and responsibilities.

We've listed a few, but you can see your member handbook for more.

You have the right to:

- See a primary care provider (PCP) or a backup 24 hours a day, 365 days a year for urgent care
- Talk with your PCP about your medical record and ask for a summary of that record
- Be treated with respect and dignity, and to have your personal health information kept private by health care providers, their staff and all Amerigroup associates



What if I need a referral?

Talk to your PCP first. Your doctor will sign a referral form and send you to a network specialist. This form approves the care you need and makes sure it's covered. You can self-refer or pick a non-network provider for some services. You don't need a referral to see a family planning provider even if he or she is not part of the Amerigroup network.

You have the responsibility to:

- Keep all medical appointments and be on time, call your provider if you're going to be late and call your provider 24 hours before the visit if you need to cancel
- Contact Member Services quickly if you need to update the information on your ID card
- Fill your prescriptions promptly and take your medications as prescribed by your provider



After-hours, urgent and emergency care



After-hours care

Call your PCP first to ask how to handle your health concern. If the office is closed, leave your name and phone number. Or call our 24-hour Nurse HelpLine at 1-800-600-4441 (TTY 1-800-855-2880) 24 hours a day, 7 days a week, even on holidays.

The nurse will:

- Answer your health care questions.
- Talk about ways for you to take care of yourself at home.
- Decide when you need to get care and who to get the care from.

Urgent care

If you have an injury or an illness that could turn into an emergency if not treated within 48 hours, you need urgent care. No prior approval or referral is needed to get urgent care for things like:

- Throwing up
- Minor burns and cuts
- Earaches
- Low-grade fevers

911

What if I'm out of the area
and need health care?

If it's not an emergency, call your
PCP or the 24-hour Nurse Helpline.

**If it's an emergency, go to the nearest
ER or call 911.**

Emergency

In an emergency, call 911 or go to the nearest hospital
emergency room (ER). If you want advice first, call your PCP
or our 24-hour Nurse Helpline.

No prior approval or referral is needed to get emergency care for
things like:

- Trouble breathing
- Chest pains
- Loss of consciousness
- Very bad bleeding or bad burns
- Shakes or seizures

Make sure you call your PCP within 24 hours after you go to the ER
or if you are checked into the hospital. Your PCP will set up a visit
with you for follow-up care.

What is an emergency?

**If not seeing a doctor right
away could end in death or
very serious bodily harm,
it's an emergency.**

If you think the problem
is so severe that it may
be life-threatening or
cause serious damage,
there is a good chance
it's an emergency

– call 911.

How to recertify your benefits



You need to renew your eligibility on time to keep your benefits.

Just send in your renewal paperwork on time to keep your benefits. If you don't renew your eligibility by the renewal day, you may have a lapse in coverage.

It's easy to renew your eligibility – you can do the following:

1. To find out your renewal date, call the Nevada Division of Welfare and Support Services at 1-800-992-0900, option 2.
2. Your paperwork will be mailed to you when your renewal date is near, so fill it out and sign and mail it back to the address listed right away. You will also need to update your address and phone number with the Nevada Division of Welfare and Support Services. Call toll free at 1-800-992-0900, option 2.
3. Keep track of your application and stay in touch with your case worker or local health department. If you don't get your application back within eight weeks, call your case worker, local health department or the Nevada Division of Welfare and Support Services.

What if I have a question or complaint?

If you have a problem or concern about your benefits, call Member Services at 1-800-600-4441.

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Pharmacy services



You can get prescriptions filled at any network pharmacy. Make sure you show your Amerigroup ID card when you pick up your prescription. Your PCP has a list of commonly prescribed medicines. This list includes prescriptions and certain over-the-counter medicines. Some brand-name prescriptions may require prior approval from your PCP. Your PCP will write a prescription you can give to the pharmacist.



What if I get a bill by mistake?

As an Amerigroup member, you should never get a bill from your Amerigroup PCP or an Amerigroup specialist for covered services.

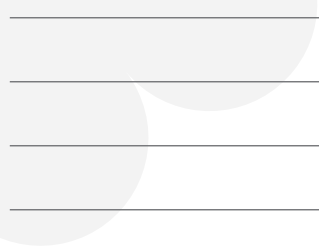
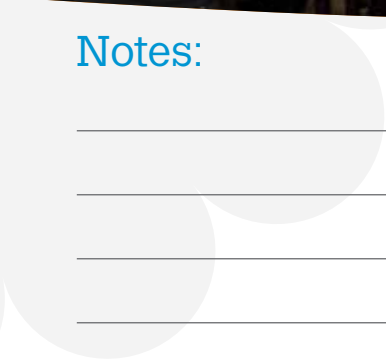
If you do, call Member Services at 1-800-600-4441.

Welcome to Amerigroup Community Care!

We're glad you're a member.

This quick reference guide
can help you learn how to use
your new health plan.







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If you'd like this information in Spanish:

- Fill out and mail this postage-paid postcard
- Email us at NVOutreach@amerigroup.com
- Call us at 1-800-600-4441

Si desea esta información en español:

- Llene y envíe por correo esta tarjeta postal con franqueo pagado
- Envíenos un correo electrónico a NVOutreach@amerigroup.com
- Llámenos al 1-800-600-4441

Mail this card today. We'll pay the postage!

☐ I would like this information in Spanish.

Envíe hoy por correo esta tarjeta.
¡Nosotros pagaremos el franqueo!

☐ Deseo esta información en español.



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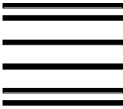
Email Address/Dirección de correo electrónico:

Street Address/Dirección física:

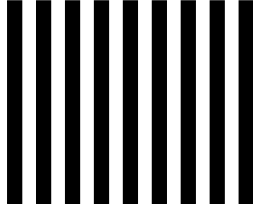
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