

Help Members Connect to Outpatient Case Management



Connecting members to Amerigroup case management

All Medicaid members are eligible.
Members do not need a referral from their doctor to get these services.

Benefits of Amerigroup case management services

Case managers work with members to make behavioral and/or physical health goals. Members will benefit from having a case manager who:

- Listens to them and takes the time to understand their specific needs.
- Helps them make a care plan to reach their health goals.
- Offers them the tools, support and community resources that can help them improve their quality of life.
- Offers them health information that can help them make better choices.
- Helps them coordinate care with their providers.



Case managers are licensed clinicians available Monday-Friday, 8 a.m.-5 p.m. Central time.

Case managers have confidential voicemail available 24 hours a day.

You can contact the Case Management department by calling 1-800-454-3730 or contact your Network Relations consultant for assistance.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.