

2016 health care quality summary — combined member and provider summary

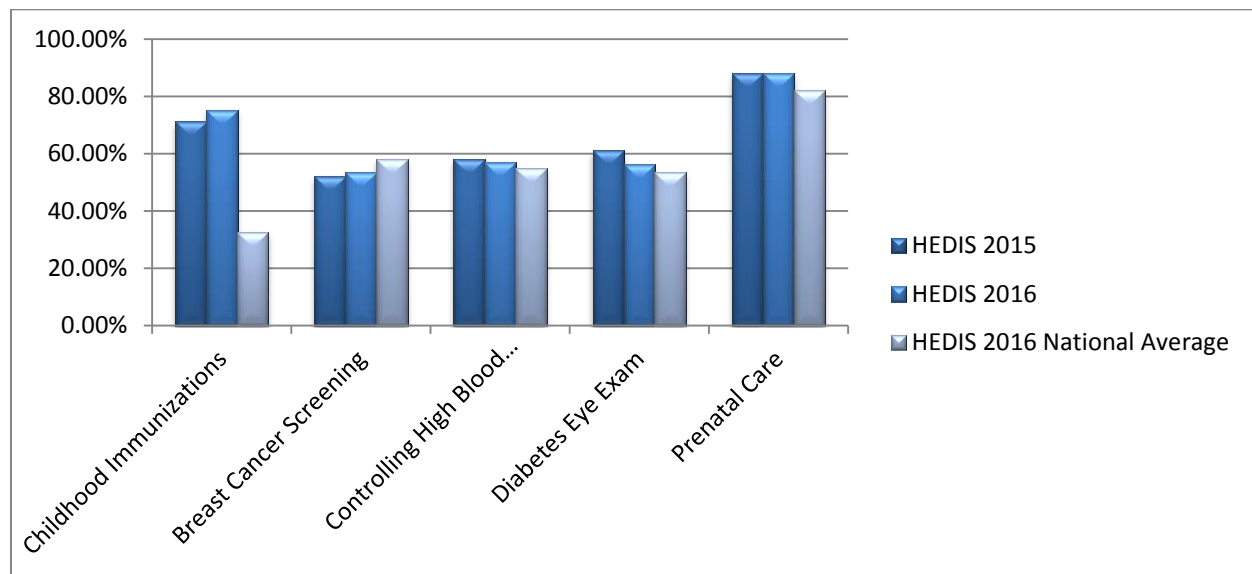
Through our Quality Management program, we keep track of member services and satisfaction by using information from the following:

- Healthcare Effectiveness Data and Information Set (HEDIS®*)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®**), which are the results from the *Member Satisfaction Survey*.

HEDIS

The information from HEDIS helps us to make sure that members are getting the prevention and screening services they need. (Screening means having a health care provider check for signs and symptoms of a disease before it appears.) These services help keep members healthy or find health problems early so that they can be treated sooner. There are over 50 health care items that we track.

Of the 22 main HEDIS measures we monitored during calendar year 2015, 61 percent were at or above the national average. This is an 11 percent increase from 2014.



HEDIS 2016 data reflects calendar year 2015 performance.

*HEDIS is a registered trademark of the National Committee for Quality Assurance.

**CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

Childhood immunizations — shots or vaccinations

- Shots or vaccinations are a series of shots children should receive at scheduled months before their 2nd birthday to help keep them healthy.
- Shots or vaccinations can prevent many serious illnesses, such as hepatitis, polio, flu, and pneumonia.
- 75.23 percent of Amerigroup* members got their full schedule of shots by 2 years old.
- Amerigroup members:
 - Make sure your child has all of his or her shots — don't wait; call your child's doctor today.
 - Did you know that teenagers and adults need to have immunizations, too? Speak with your doctor for the shots you will need to stay healthy.

Breast cancer screening

- A breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease.
- Mammograms and breast exams are ways to screen for breast cancer.
- The decision to have a mammogram for a woman between ages 40-49 years is between the woman and her doctor.
- Women ages 50-74 years should have an exam at least every two years.
- 53.5 percent of Amerigroup women between ages 50-74 years were screened for breast cancer.
- Amerigroup members:
 - Call your doctor today to schedule an appointment for your mammogram.

Controlling high blood pressure

- High blood pressure, also known as hypertension, is a very serious medical condition.
- If not controlled, high-blood pressure can lead to many other illnesses, like stroke, kidney disease and sometimes death.
- A blood pressure reading that is less than 140/90 is considered to be controlled.
- 56.88 percent of Amerigroup members with high blood pressure were able to get it under control.
- We want all members to have a healthy heart with controlled blood pressure.
- Amerigroup members:
 - Speak with your primary care provider if you have high blood pressure or think that you might have it. Medications; eating a healthy, low-salt diet; and exercising are a few ways to control blood pressure. You and your provider will decide what will work best for you.

**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.*

Diabetes eye exams

- 56.15 percent of Amerigroup members with diabetes received an eye exam during the year.
- Amerigroup members with diabetes:
 - You should have a dilated eye exam every year. This will help protect your eyes and help prevent blindness.
 - Have you had your yearly eye exam? If not, please make an appointment with your eye doctor today.
 - If you do not have an eye doctor, call us and we will help you find one. The number to call is 1-800-600-4441 (TTY: 711).

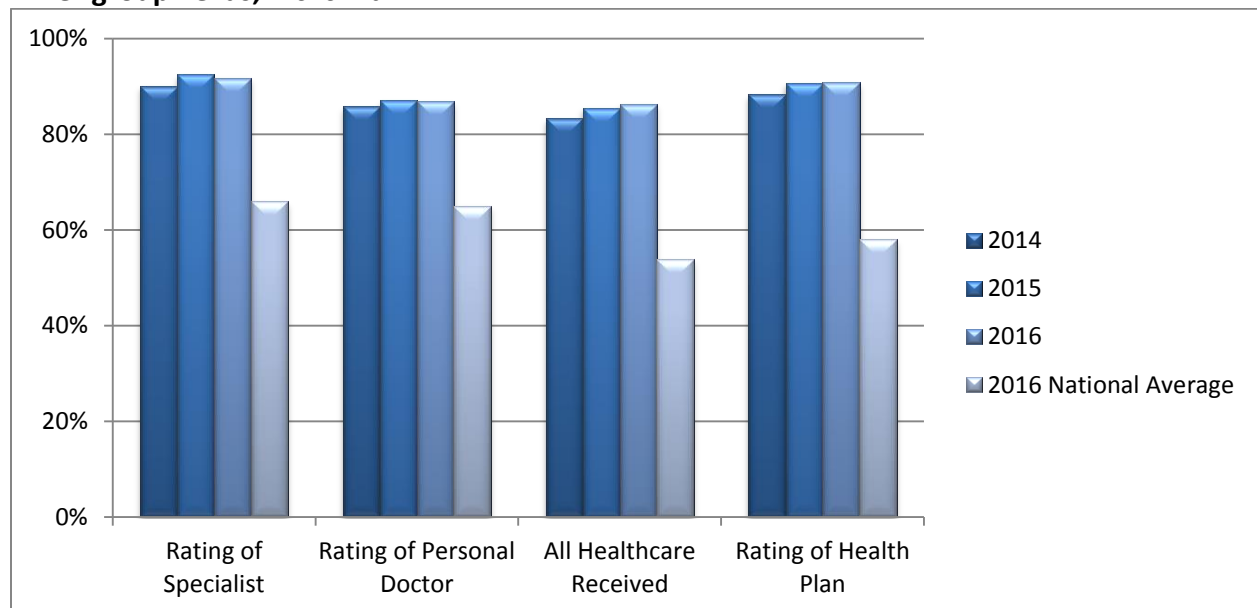
Prenatal care

- 87.97 percent of Amerigroup members who were pregnant had a prenatal care visit either during their first trimester or within 42 days of enrolling with Amerigroup.
- Amerigroup members who are pregnant:
 - You should receive routine prenatal care visits. This helps determine if things are going well during your pregnancy.
 - Please schedule an appointment with your doctor.

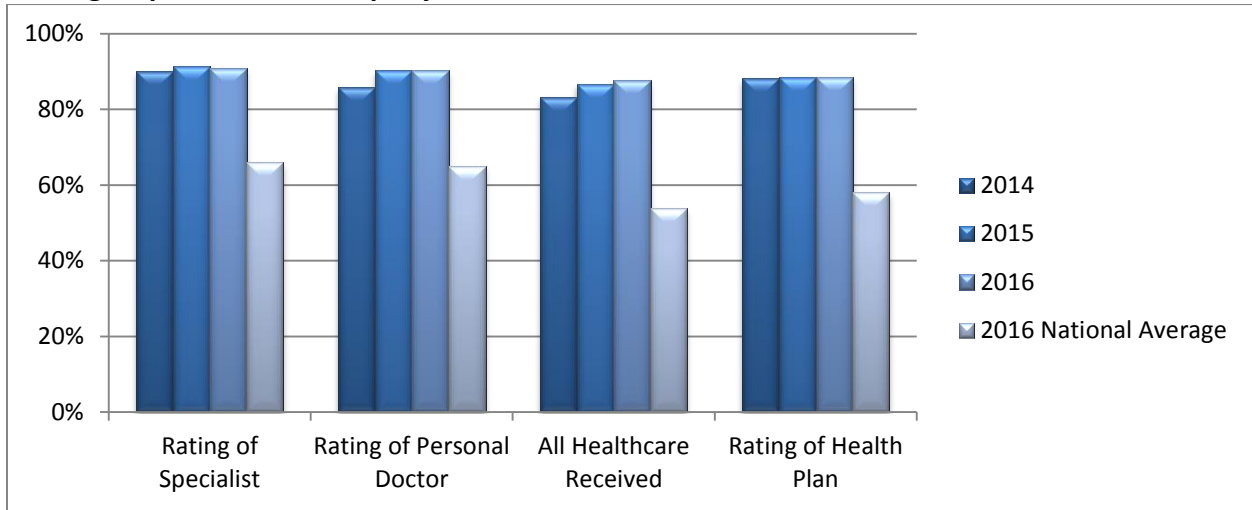
2016 Member Satisfaction Survey

Every year, starting in February, we send a *Member Satisfaction Survey* to a random sample of members. This is also known as the CAHPS survey. The survey asks questions on different topics, such as the communication between members and doctors and how pleased members are with their overall health services. The child survey results for Amerigroup Texas, Inc. and Amerigroup Insurance Company are below. If you would like more information on Amerigroup Texas, Inc. or Amerigroup Insurance Company results, please call 1-800-600-4441 (TTY: 711).

Amerigroup Texas, Inc. child



Amerigroup Insurance Company child



For Amerigroup members: In addition to the survey, we have a group of members who meet four times a year to give us their ideas. If you would like to be a part of this group, please call 1-800-452-7101, ext. 66092 (TTY: 711).

If you would like more information on our Quality Management program, please call 1-800-600-4441 (TTY: 711).

It is very important to us that all members get access to the highest quality care and services possible. We want members to know that we listen to their feedback, and we strive to be easy to do business with.