

Tennessee Journey Program overview

At Amerigroup Community Care, we are committed to helping our members receive the best care possible. From diagnosis to recovery, our Journey Program provides access to a care team that will guide members through their entire total joint replacement (TJR) and bariatric health journey for 365 days post-surgery.

The Journey Program delivers added value to TennCare members who need bariatric surgery or TJR.

Objectives:

- Identify members with Journey Program needs.
- Assist members with those needs by educating them about the Journey Program.
- Improve member experiences and outcomes after surgery.

Goals:

1. Provide excellent quality of care and patient outcomes for all Journey Program procedures.
2. Improve the patient experience for members undergoing Journey Program procedures.
3. Maximize cost effectiveness for Journey Program procedures across the longer-term patient journey.

Scope of the program:

- All three grand regions in Tennessee: East, Middle, and West

The program is designed to have one or more designated regional provider for each type of Journey procedure.

As a member of this special program, the member will receive:

1. One-on-one support. The Case Management team will reach out to the member to develop a personalized plan of care. The Personalized Care team will help the member navigate through the journey. Together, with our Journey Program providers, we will support the member along the way.
2. Care from a best-in-class provider in the member's region.
3. Transportation and lodging for healthcare appointments at no additional cost to the member.
4. Help finding resources, such as food, housing, or medical equipment.
5. Access to the MyHealth mobile app to help manage care with appointments reminders, resources, and a secure chat feature so they can connect to their care team anytime.

* Availity, LLC is an independent company provider administrative support services on behalf of the health plan.

<https://provider.amerigroup.com/TN>

Amerigroup Community Care complies with the applicable federal and state civil rights laws, rules, and regulations and does not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **800-454-3730**. Information about the civil rights laws can be found at [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html).

How to enroll

To refer a potential member for the Journey Program, contact the following Journey providers.

Journey Program Partners



Members can also call **800-600-4441 (TRS 711)**, Monday through Friday from 8 a.m. to 5 p.m. Central time.

Once registered, a care manager will call the member to discuss how the program can help them. No matter where the member is on their care journey, **we are committed to helping the member every step of the way.**

How to become a Journey provider

If you are interested in becoming a Journey provider, email agpepisode.reporting@amerigroup.com to discuss the benefits.

What if I need assistance?

Availity* Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to [Availity.com](https://www.availity.com) and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact or call Provider Services at **800-454-3730**.