

# Special **no cost** services for our members





## Educational and advocacy support

### No cost GED testing

For members 17 years of age and older, Amerigroup Washington, Inc. pays the four required modules of GED testing once per member lifetime. This benefit is accessed through coordination with local community colleges. Amerigroup works with the school to verify eligibility and arrange payment. To help members learn more, advise them to contact Member Services at **800-600-4441**.



### National disability advocacy organizations

Members with disabilities may enroll in an annual membership to one of four national disability advocacy organizations:

- Autistic Self Advocacy Network (ASAN)
- American Association of People with Disabilities (AAPD)
- National Council on Independent Living (NCIL)
- The Association for the Severely Handicapped (TASH)



## Pregnancy support

### Taking Care of Baby and Me® program

This program provides educational tools and support during pregnancy and throughout the postpartum period. Additionally, the program offers incentives to pregnant members for attending healthy activities such as prenatal and postpartum visits:

- \$20 for completing a prenatal visit in your first trimester or within 42 days
- \$5 per visit for completing up to six prenatal visits (for a total of \$30)
- \$25 for completing a postpartum visit 7 to 84 days after delivery

### My Advocate®\*

This component of our pregnancy support provides health education by phone, text message, smartphone app, or web. Pregnant women will get to know Mary Beth, My Advocate's automated personality. Members can complete an initial health screening related to their pregnancy and then receive prenatal educational messages related to each stage of pregnancy. When members tell Mary Beth they have a problem, a prompt callback is initiated by one of our case managers.

### Prenatal ultrasounds

We cover two routine prenatal ultrasounds for fetal anatomic survey per pregnancy (CPT® codes 76801 and 76805); no authorization is required. Additional ultrasounds for CPT codes 76811, 76812, 76815, 76816, and 76817 for suspected maternal/fetal abnormality or follow-up require an appropriate diagnosis indicating medical necessity to be reimbursed. Authorization is not required. These limits do not apply to hospitals, maternal fetal medicine or radiology providers. Review our policy on prenatal ultrasounds using our Quick Tools menu to access medical coverage policies on our provider self-service website (<https://provider.amerigroup.com/WA>).



### Electric breast pumps

Moms may receive one electric breast pump per member, per lifetime without need for prior authorization. Members can submit the request from our sole source provider, Edgepark, denoting the member's choice from Medela, Spectra, Ameda, Ardo, Lansinoh, Freemie, and Motif brands.

## Maternal meal program

Postpartum members or members on bedrest can receive customized meals to take the stress off mom. Qualifying members can receive up to two meals per day for 14 days (28 meals per member total). Various meal options are available and include low-sodium, low-fat, diabetic-friendly, gluten-free, renal-friendly, and pureed meals.

Pregnant members with gestational diabetes can receive up to two customized meals per day for 10 weeks to help improve maternal health and perinatal outcomes. Various meal options are available and include low-sodium, low-fat, diabetic-friendly, gluten-free, renal-friendly, and pureed meals.

## Maternal health support

Pregnant members and moms can choose two of the following options from a customized catalog to support with maternal health:, such as diapers, breastfeeding support kit, breastfeeding pillow, microwave sterilizer, microwave steam bags, baby car seat, preemie car seat, portable crib, highchair, safe sleep kit, baby monitor-video, and baby proof items (for example: plug protectors, doorknob covers, cabinet, and drawer latches).



## Just for kids

### Newborn circumcisions

We pay for newborn circumcisions up to \$150 for members. Use CPT codes 54150, 54160, or 54161.

### Sports physicals

We pay in-network primary care providers for performing sports physicals once per year for our members ages 7 to 18. Use current CPT code 99212 with DX Z02.5 when you bill. You can bill for both a wellness visit and a sports physical on the same day by including Modifier 25.

### Boys & Girls Club no cost membership

This service is available at participating clubs for members ages 6 to 18.

## Same-day well-child and sick visits

We pay for sick visits and complete preventive well-child assessment visits on the same day. Use evaluation and management (E&M) CPT codes for the level of complexity combined with the age. Bill with the age-appropriate Early and Periodic Screening, Diagnostic and Treatment (EPSDT) service codes (99381-99385 and 99392-99395) using one of the appropriate sick visit E&M codes with modifier 25.

Allowable sick visits are limited to the following:

- A minor (for example, 10 minutes) new patient E&M visit
- A minor established patient E&M visit
- A minimal (for example, five minutes) established patient E&M visit

When Modifier 25 is not billed appropriately, the sick visit is denied. Appropriate diagnosis codes must also be billed for every visit. Same-day wellness visits are not applicable to the After Hours Care program; after-hours care is for sick visits only.

## Memberships for WA State 4-H

This benefit is available for members ages 5 to 18 to support with youth development statewide.

## YMCA membership

Members who qualify for the Y scholarship at Wenatchee and Cowlitz County up to 19 years old are eligible for this benefit.

## Healthy Families program

We give families with children ages 7 to 17 coaching and support on nutrition and physical activity.

## Calm app

This is an annual membership for members up to 18 years old. The Calm app provides age appropriate meditations and sleep aids to help calm the mind and body.



## TutorMe online tutorial

TutorMe is an online platform used to improve student engagement and success by providing easy access to detailed information on student's progress, hours spent, tutoring, and subject analytics. The maximum allowance is 24 hours per member, per year. This benefit is available for members between 5 to 18 years of age and at risk of failing a grade or individual subject, or in the juvenile justice system.

## Adults — filling the gaps

### Eyeglasses

Members ages 21 to 64 are covered for one pair, once a year, up to \$100. This service is available through EyeQuest,\* our eye care vendor.



### Acupuncture

Amerigroup pays for seven acupuncture visits per calendar year, per member, with contracted providers. Providers must use the following codes:

- 97810: Acupuncture, one or more needles, without electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient; Amerigroup fixed price of \$30
- 97811: Each additional 15 minutes of personal one-on-one contact with the patient, with reinsertion of needles; Amerigroup fixed price of \$30
- 97813: Acupuncture, one or more needles, with electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient; Amerigroup fixed price of \$50
- 97814: Each additional 15 minutes of personal one-on-one contact with the patient, with reinsertion of needles; Amerigroup fixed price of \$50

### Costco membership

Members can receive a one-year Costco Gold Star membership. This membership is a household card and valid at all Costco locations. Only one membership per family is available. Members should call the National Call Center at **800-454-3730** to request, verify their address, and report the benefit they are trying to access. The Costco Gold Star membership card will then be mailed to the member.



### Flu Pandemic kit

Flu Pandemic kit benefit, helps members to remain prepared for the next flu season or pandemic. The kit may include essential and preventative safety items such as face masks, hand sanitizer and wipes. Limit one per member, per year.

### Transportation services

Members can receive a nonmedical transportation benefit to help them access services including transportation to school, work, job interviews, transporting kids to daycare, and other services.



Members should call the National Call Center, verify mailing address and report the service they are trying to access. This is offered for members ages 17 and older, who complete an Initial Health Screener.

### One-time only benefit

- Members will receive one of the following:
- \$50 choice Uber/Lyft card — once per year
  - \$50 gas card — once per year

### Tobacco cessation

All members ages 18 years and older may enroll in Quit for Life, the state's tobacco cessation program. Members enroll by phone at **866-QUIT-4-LIFE (866-784-8454)** or online (<https://quitnow.net>). Amerigroup provides additional resource information and local tobacco cessation program promotion via collaborative partnerships.



Amerigroup covers the cost of the EX by Truth Initiative Program, a digital quit-tobacco program, for eligible members who smoke, vape, or chew. Nicotine patches, gum or lozenges are no extra cost, as well as custom quit plans, and expert support.



## Staying fit

### 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. They must be age 18 and older and get permission from their doctor. This is a one-time benefit



### FitnessCoach Program

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

### Gym membership

\$100 allowance for a gym membership for members age 18 and older who have been diagnosed with obesity, diabetes, prediabetes, and/or hypertension. Gym must be able to receive the coded card for access

### Light Box for seasonal affective disorder

Members must be diagnosed with seasonal affective disorder (SAD) to be eligible.

No preauthorization is required; however, 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. This is available for members ages 19 years and older.

### Emotional well-being resources

Learn ways to manage stress, anxiety, depression, substance use, and sleep issues that affect your emotional well-being through this online program and coaching support.



### Life Transition kit

A Life Transition kit includes: first-aid supplies such as bandages and ointment, toothpaste, travel toothbrush, mouthwash, dental floss, and more.

This benefit is intended to help members get back on their feet more quickly when transitioning out of an institutional setting or for anyone enrolled in supportive employment.



### Peer-to-peer counselor benefit

Certified peer counselors work with their peers (adults and youth) and the parents of children receiving mental health services. They draw upon their experiences to help peers find hope and make progress toward recovery. Because of their own life experience, they are uniquely equipped to provide support, encouragement, and resources to those with mental health challenges.



Washington state's Peer Support Program has trained and qualified mental health consumers as certified peer counselors since 2005. A consumer is someone who has applied for, is eligible for, or who has received mental health services. This also includes parents and legal guardians when they have a child under the age of 13, or a child 13 or older when they are involved in their treatment plan (Washington Administrative Code 388-865-0150).

Amerigroup will pay the registration and annual fees for members who want to become or renew as a peer support counselor.



## Employment and education support

### Internet essentials package

Receive up to a \$300 allowance to help cover the cost of internet services. Funds can be used for installation and set-up fees, to purchase modems, routers, and any additional equipment that is essential to obtain (or strengthen) an internet connection, as well as to help cover monthly service charges. This is a one time benefit and applicable to members who have been previously incarcerated in the past 12 months.

### Employment industry certification

We will cover the cost of employment certifications in fields such as early childhood education, foundations of reading, business education, computer science, technology education, English language arts, health, and marketing. This is a one-time benefit.



### No cost laptop program

Members transitioning from incarceration will be able to receive a laptop at no cost to help with employment and educational pursuits. This is a one time benefit and applicable to members who have been previously incarcerated in the past 12 months.

## End of life

### Vital decisions

This program provides telephonic healthcare counseling service for members who are within approximately six to nine months from end of life. The program consists of a series of telephone counseling sessions with an individual counselor to educate and coach members to become more active participants in healthcare and end-of-life decision making. Amerigroup identifies potential participants through medical and pharmacy claims. If providers wish to refer members to this optional program, they may contact our case managers at **800-454-3730**.

## Member incentives for healthy behaviors

Amerigroup partners with provider groups to tailor member incentives and outreach. Programs are developed based on population needs and priorities. Additionally, Amerigroup offers eligible members incentives for important preventive care visits identified below. Each incentive reward is limited to one per year, per reward. Gift cards are not valid for alcohol, tobacco, gift cards, stored-value cards, lottery tickets, or other contest entries.

## Online and mobile resources

### Amerigroup On Call

Members may speak to a nurse about medical questions or concerns, day or night, even on holidays. Translation services are available for more than 150 languages.



Amerigroup On Call/24-hour Nurse  
HelpLine: **866-864-2544**

### Affordability Connectivity Program (ACP)

Members age 18 and older may obtain a smart phone at no cost with unlimited talk and text in addition to the following services:

- 25 GB data
- 5 GB hotspot
- International calls to Canada/Mexico
- Additional data for members in complex case management

### SafeLink®

Qualified members may secure a cellphone with up to 350 minutes of service at no cost each month, plus the member may be eligible for the following:

- 200 extra one-time bonus minutes when the member chooses to receive health text messages at no cost
- Unlimited wellness text messages from Amerigroup, plus reminders to renew benefits on time
- Unlimited minutes when calling our Member Services department and the on call helpline for Amerigroup.

Note: SafeLink Wireless® is a Lifeline-supported service. Lifeline is a government benefit program. Only those who qualify may enroll in Lifeline; it cannot be transferred and is limited to one per household. Members may need to show proof of income or proof of the program participation in order to enroll.

### Amerigroup mobile ID card and app

Members may use this feature to safely access ID cards, find a doctor and increase access to health resources.

## Additional resources

### First-aid kit and dental hygiene kit

These kits are available at no cost when a personal disaster plan is completed online.

### Wound care kit

Wound kits are available for members experiencing homelessness. Kits include instructions and supplies to properly care for minor wounds.

### Disease management education and support

This support program is designed to help manage difficult health conditions like asthma, diabetes and chronic obstructive pulmonary disease (COPD).

### Choose healthy

All members can access over 1,000 resource materials including videos, articles, and self-care tools.

### LiveHealth\* Online

Video chat with a doctor, therapist, psychologist, or psychiatrist using a smartphone, tablet, or computer.

### Community resource link

Resource to find jobs, housing, food, and other things you need at no cost. This is located in the *Support-Community Support* section of the member website. All members are eligible.



## Contact information

To find out more about these special services, please call your local Provider Relationship Management associate or our Provider Services team at **800-454-3730**.

Members can call **800-600-4441** or TTY **711** to learn more about the benefits listed above.

\* Change Healthcare is an independent company managing the My Advocate program on behalf of Amerigroup Washington, Inc. EyeQuest is an independent company providing vision benefit management services on behalf of Amerigroup Washington, Inc. LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Amerigroup Washington, Inc.



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