



<Date>

<To the parent or guardian of>

<Member Name>

<Address>

<City, ST ZIP code>

### Yearly notice from Amerigroup

Thank you for trusting Amerigroup with your health care. As a part of our efforts to try to make your health care simpler, we send you yearly news, updates, and reminders.

#### Get the info you need

Much of the info listed below is in your member handbook. You can find your handbook by visiting [myamerigroup.com/tx/benefits/member-resources](https://myamerigroup.com/tx/benefits/member-resources). You can also visit [myamerigroup.com/TX](https://myamerigroup.com/TX) for details about your plan, such as:

- A list of your benefits. This list has covered and non-covered services, including those you get outside the health plan system or service area.
- How to visit your primary care provider, and how to get primary services, care after normal office hours, and emergency care and 911 services.
- How to get important preventive care, such as Texas Health Steps checkups or wellness exams, dental exams, and flu shots.
- How you, your caregiver, or your doctor can ask for no-cost case management services to help you manage a serious health condition.
- A complete list of Amerigroup health plan primary care providers, specialists, behavioral health providers, hospitals, and other providers.
- What to do if you get a bill from your doctor.
- Copays or costs for covered services/benefits.
- How we reduce gaps in health care through our Quality Management and Cultural Competency programs.
- What to do if your teen has outgrown pediatric care and they need a primary care provider.
- Pharmacy benefits, the preferred drug list, and health plan pharmacies.
- Utilization Management (UM) — making decisions on care and services as well as preapprovals of care.
- Member rights and responsibilities, including how to file a complaint or appeal a decision.
- How we stay current with medical treatments and procedures and update or create health policies as needed.
- Health education with Health A to Z, Clinical Practice Guidelines, and Preventive Health Guidelines.
- Our Notice of Privacy Practices.

You can also get a copy of the latest member handbook or provider directory at no cost. Call Member Services toll-free at **800-600-4441 (TTY 711)**, Monday through Friday from 7 a.m. to 6 p.m. Central time. STAR Kids members, call **844-756-4600 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Central time.

Enclosures:   Get help in another language  
                  Nondiscrimination notice

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.