

Case Management for Children and Pregnant Women (CPW) benefit update

Starting September 1, 2022, this benefit will become part of the services available to members of Medicaid managed care organizations. Amerigroup will provide this service to you if you need it. Before September 1, a CPW provider or a Texas Department of State Health Services (DSHS) regional case manager will provide these services to Medicaid clients.

What is case management for children and pregnant women?

Need help finding and getting services? You might be able to get a case manager to help you.

Who can get a case manager?

- Children, teens, young adults (birth through age 20) and pregnant women who get Medicaid and:
 - Have health problems, or
 - Are at a high risk for getting health problems.

What do case managers do?

- A case manager will visit with you and then:
 - Find out what services you need.
 - Find services near where you live.
 - Teach you how to find and get other services.
 - Make sure you are getting the services you need.

What kind of help can you get?

- Case managers can help you:
 - Get medical and dental services.
 - Get medical supplies or equipment.
 - Work on school or education issues.
 - Work on other problems.

How can you get a case manager?

- Call Member Services at **800-600-4441 (TTY 711)**.
STAR Kids members, call **844-756-4600 (TTY 711)**.
- Call Texas Health Steps at **877-847-8377**, Monday through Friday, 8 a.m. to 8 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.