

Amerigroup Maryland Overview

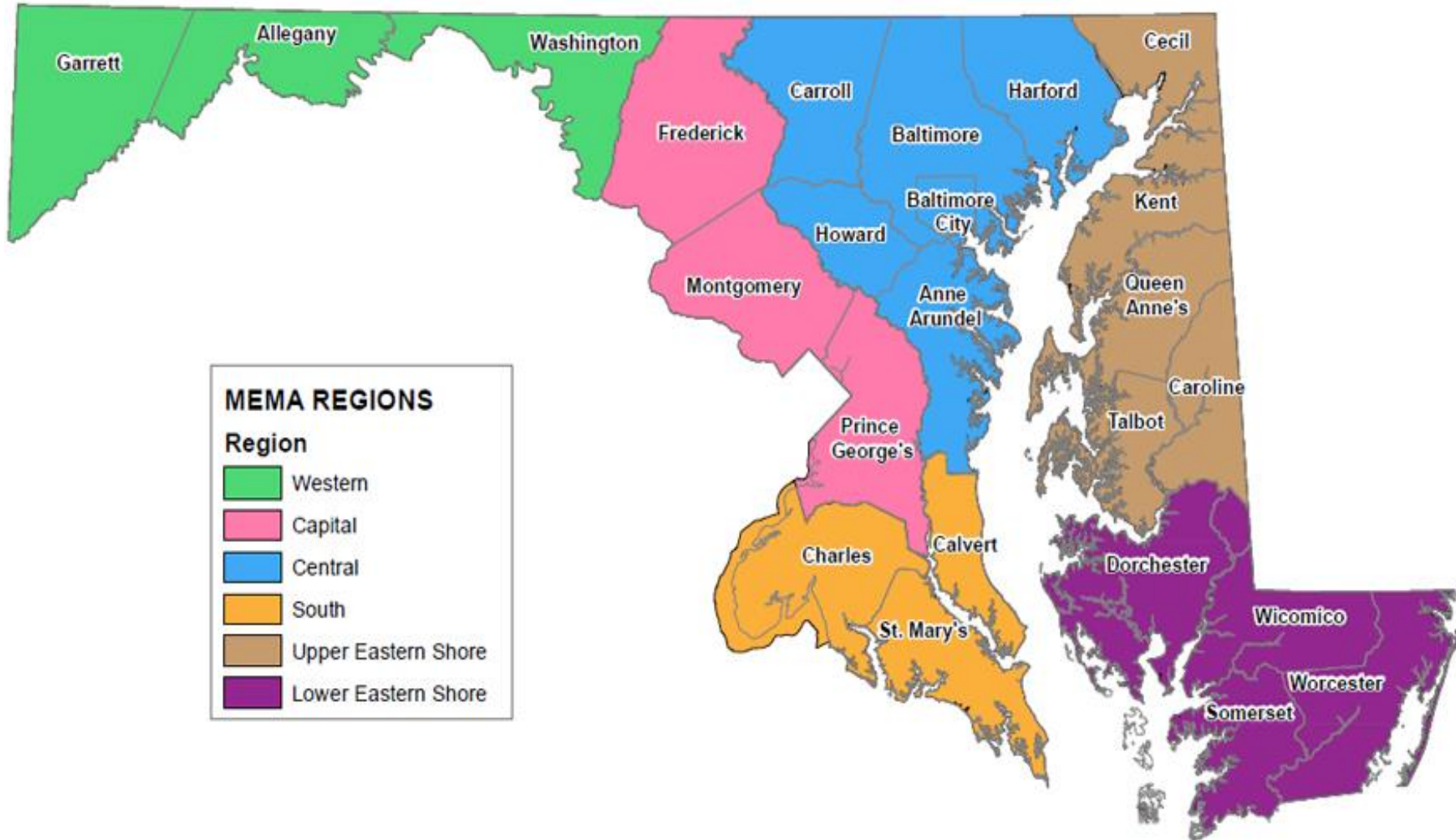
September 27, 2019

Background



- Amerigroup, Maryland Inc. is a wholly owned subsidiary of Anthem Corporation
- Amerigroup, Maryland Inc. began service in June 1999 and participates in the Maryland Medicaid program, HealthChoice, administered by the Maryland Department of Health (MDH)
- Member Enrollment: 271,637 (approximate)
- Provider network: approximately 12,000 primary care and specialty care practitioners.

Service Area



Amerigroup Maryland serves members in all 23 counties + Baltimore City in the state.

Quality Management Overview & Strategy



- Comprehensive Committee Structure
 - Quality Management Committee (QMC)
 - Health Care Management (HCM)
 - Critical Performance Measures (CPM)
- Member & Provider Focus
 - Concierge Customer Service
 - Member and Consumer Health Advisory Committee (MCHAC)
 - Community Events
 - Medical Advisory Committee (MAC)

Quality Management Initiatives (examples)



- Coordinated outreach efforts to members to close gaps including the use of Clinic Days in Provider Offices
- Rounding with State's ASO for Behavioral Health (Beacon Health) for coordination of care
- Ongoing monitoring of HEDIS, CAHPS, and State Measures
- Monitor adverse events and quality of care issues to assess and promote patient safety

Community Involvement: Impacting Social Determinants of Health



Local Resources-Health Plan Initiatives

- Men's Health Initiatives
- Back to School Events
- Ladies Night Out Events
- Clinic Days
- HP Practice Based Outreach
- Member & Consumer Health Advisory Committee (State Mandate)

National Resources

- Aunt Bertha- Community Resource Link helping to connect members with food, work, education and other resources.
- Safelink Wireless- Federal Lifeline program, qualified members can receive a free smartphone with unlimited texts, monthly data, and minutes.



An Anthem Company