Welcome to your health plan

myamerigroup.com/ga

Amerigroup
RealSolutions®
in healthcare

We're glad you're here

Let's get set and get going with Amerigroup Community Care so you can start using your health plan and benefits today.

Scan here for a short video to get started with your Georgia Medicaid plan.

Now that you're enrolled, get started with this

quick checklist

☐ Find your member ID card in this packet or contact us if you did not receive it.

☐ Create your online account by visiting myamerigroup.com/ga.

☐ Fill your prescriptions in your online account or at your local pharmacy.

☐ Schedule a checkup with your main provider (primary care provider or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account or by calling Member Services at the number on your ID card.

☐ Complete your Health Assessment to get personal care based on your health needs.

Georgia Pathways members, you must complete at least 80 hours of qualifying activities per month. You must report your hours via gateway.ga.gov, in-person at your local DFCS office, or call **877-423-4746**. To learn more about qualifying activities and definitions, go to dch.georgia.gov/georgiapathways.

Need help?
Live chat with us anytime on
myamerigroup.com/ga.

Manage your plan online

Once your account is created, you can go online to:

- View and share your digital ID card.
- Find or change your PCP (main provider).
- Find a provider, hospital, or specialist close by.
- Access case management that helps coordinate healthcare services. You can refer yourself, or a provider can refer you.
- Manage your prescriptions.
- Chat with us live or send us secure messages.

You can also check the *Benefits* page to view your member handbook and important information like:

- Care that might not be covered under Georgia Medicaid.
- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.
- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list.
- How to file a complaint or appeal, or request an external review.
- View your member rights and responsibilities and our privacy notice.

Visit **myamerigroup.com/ga** to access your account, view your member handbook, and find other important information.

Three ways to register your account:

1

Visit **myamerigroup. com/ga**

2

Download the **Sydney℠ Health** mobile app.

3

Scan the QR code.

Get to know your pharmacy benefits

For eligible members, prescription drugs, medical supplies, and over-the-counter items are covered and available through:

- **A pharmacy that works with your plan.** Use our Pharmacy Locator on the member website to find one.
- **Home delivery.** Sign up to have your prescriptions delivered to you at no additional cost.

To learn more, check out your member handbook or the page on the member website: **myamerigroup.com/ga**

Need help?
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Where to go for care

Primary care provider	• Visit for a wellness checkup
LiveHealth Online	• Board-certified doctors are available 24/7 and are trained to conduct visits virtually for issues like a headache, flu, fever, anxiety, or depression (appointments required for online therapy and psychiatry sessions) • Visit livehealthonline.com
Urgent care	• Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
Emergency room	• Go to the nearest ER or call 911 for concerns such as chest pain, trouble breathing, heart attack, or broken bones

If you have a behavioral health, alcohol, or drug abuse emergency, go to the nearest mental health crisis walk-in center or ER right away. You can also call Mental Health Crisis Services at **855-CRISIS-1** (or **855-274-7471**).

Have questions for a nurse? Call 24-hour Nurse HelpLine at **800-600-4441 (TTY 711)**.

If you feel your health concern is life threatening, go to the ER or call 911.

Language support

If you're not fluent in English, or if you need help with your healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll free at **800-600-4441 (TTY 711)**.

Si no habla con fluidez el inglés, o si necesita ayuda con su cuidado médico, para hablar con nosotros o leer lo que le enviamos, no se preocupe. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio sin costo para usted. Llámenos gratuitamente al **800-600-4441 (TTY 711)**.

Have you moved? Has your phone number changed? Let us know.

First, log in to your account at **gateway.ga.gov** to update your information. Then call **800-600-4441 (TTY 711)** to let us know what has changed

Want a printed copy of your handbook or provider directory?

Log in to **myamerigroup.com/ga** to live chat with us or send a secure message. You can also call Member Services at the number listed on your ID card. Members may request a printed copy of the handbook at no cost and receive it within five business days.

Need help?
Live chat with us anytime on
myamerigroup.com/ga

Get set up with your provider

Help your provider learn about you and your medical history by scheduling a checkup. You could even earn rewards for the visit.

To find other medical care near you — even if you're not in your usual area — use the Find a Doctor tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your plan.

800-600-4441 (TTY 711)

Need a ride to your appointment?

Learn more about your transportation benefits included in your Amerigroup plan at **800-600-4441 (TTY 711)**.

Complete your Health Assessment.

The Health Assessment is a series of questions that helps us understand your health needs.

Log in to your account at **myamerigroup.com/ga**. Go to *My Health Dashboard*, then *Programs*, and *Health Assessment*.

Learn all about your benefits

Find a list of all your benefits, services, resources, and more in the member handbook or the member website, **myamerigroup.com/ga**.

Limits and restrictions apply. Benefits may change.

Now that you're with Amerigroup, you're getting all the Georgia Medicaid benefits:

- Provider and hospital visits.
- Prenatal care if you are pregnant, and postpartum care if you just had a baby.
- Health education with emotional and behavioral health services.

You also have benefits to help you — all at no cost. For instance, you could receive:

- Case management: One-on-one help from a nurse for members with serious health problems.
- Eye care: Members age 21 and older get one eye exam and eyeglasses or contact lenses each year.
- Community care through our Community Resource Link.

There are also benefits you might be surprised to know about, like:

- Up to $240 yearly with the Over-the-counter (OTC) Catalog for approved items in store or mailed to your home.
- New and expecting members can get up to $100 from the Mom-to-be Catalog, a stroller, diapers, and Sam's Club membership.
- Healthy Rewards — receive up to $150 in gift cards for completing annual preventive care services.
- A coupon book with over $500 in discounts at local stores.
- A Boys & Girls Club membership for kids ages 6–18 (excludes summer camps).

Go to the Benefit Reward Hub at **myamerigroup.com/ga** and learn how to earn rewards for using your benefits.

Amerigroup
RealSolutions®
in healthcare

Georgia **Families**
Choices for a Healthy Life

Planning for
Healthy Babies®

Georgia **Families 360**®

GEORGIA
PATHWAYS
TO COVERAGE™

800-600-4441 (TTY 711)
Monday through Friday from 7 a.m. to 7 p.m. Eastern time
Georgia Families 360 members, call the Member Intake Line at
855-661-2021 (TTY 711), available 24 hours a day.

Need help?
Live chat with us anytime on
myamerigroup.com/ga.

LiveHealth Online is the trade name of Health Management
Corporation, a separate company providing telehealth services
on behalf of the plan.

Sydney Health is offered through an arrangement with
Carelon Digital Platforms, a separate company offering mobile
application services on behalf of your health plan.