

About Amerigroup: The 21st Century House Call

At Amerigroup, our job is connecting approximately 2 million low-income Americans with high-quality health care. More than 1,500 of our associates – about one-third of our workforce – are part of ongoing outreach programs that target our members and health care providers. What we do in these programs is simple.

House Calls

Our goal is to help our members get preventive health care that enables them to avoid unnecessary illnesses. We go beyond the walls of a doctor's office or hospital to break down economic, logistical and cultural barriers that separate our members from the care they need. This helps our members lead healthier, more productive lives. And it saves money for the state and federal governments that pay for this health care through Medicaid, Medicare and other programs.

We bring this care to our members in many ways. Our staff of medical professionals includes case managers who work directly with individual members. Our two national contact centers communicate constantly via telephone with members and health care providers. Our mobile Community Outreach Vehicles (COVs) bring health care information and services to the neighborhoods where our members live.

Medical Professionals

Amerigroup employs more than 1,091 nurses, doctors and social workers. Their jobs are to design and implement programs that target health problems common among low-income Americans and help our members keep these problems in check.

We have programs that focus on prenatal care, asthma, diabetes and other chronic conditions. We also have programs that address mental health issues, enabling us to look at the full range of our members' physical and psychological needs. Traditional Medicaid and Medicare do not offer programs like these.

At Amerigroup, we don't practice medicine. We contract with a nationwide network of nearly 120,000 health care providers – including doctors, hospitals and a wide range of specialists – who care directly for our members.

Amerigroup health care professionals and programs build on the efforts of our affiliated providers by reaching out directly to our members – by making house calls. We offer our members care even before they ask for it, and we help them sort through the maze of treatments and medications required to address complex conditions.

These efforts make a real difference in the lives of our members. Our prenatal care program has helped bring the rate of premature births among Amerigroup members substantially below the overall national rate. Our 505 Program identifies members who have suffered revolving-door hospitalizations and helps them break this cycle and get the care they need at home. Our Rising Star Program in Houston also has helped members with serious mental health issues avoid repeated hospital stays and get the right care at home.



Contact Centers

Amerigroup employs 744 people in three national contact centers located in Virginia Beach, Va.; Tampa, Fla.; and Nashville, Tenn. These centers utilize sophisticated information technology that enables us to track both our members' medical records and the voluminous information we need to work effectively with our affiliated health care providers. This technology, combined with our associates' knowledge and experience, enables us to stay in touch with our members and health care providers 24 hours a day, seven days a week. On an average business day, our contact centers field more than 21,000 calls and provide on-the-spot answers for a vast array of medical and administrative questions.

For members, we offer a Nurse Helpline that provides them with personalized health care information whenever they need it. We have a real-time translation service and have taken calls in 170 languages.

For doctors and other health care providers, our contact centers answer questions about the care our members need. They also help us work with our providers on administrative matters to ensure timely and accurate payments.

Community Outreach Vehicles

Since 2005, Amerigroup has operated a growing fleet of specially constructed vehicles that travel to shopping malls, community centers and other public places where our members and potential members gather. They serve as mobile offices where Amerigroup staff can provide health care information or as clinics where Amerigroup-affiliated providers can offer health care services.

These COVs enable us to take the initiative and raise health care issues with our members and potential members, rather than waiting for them to seek out care. Our COVs make health care accessible in places where it otherwise would not be and symbolize our efforts to bring quality health care into our members' lives.