



## Helping Mothers and Infants

Katoria Tinsley was worried. A mother of two girls, both of whom had been born prematurely, Katoria had seen both struggle with health problems from birth. As she awaited the birth of her third child, she very much wanted things to be different.

Katoria learned early in her pregnancy that this time there would be a clear difference. This time she was covered by Amerigroup.

When her two older children were born, Katoria recalled, she was covered by traditional, employer-financed insurance. "There was nothing spectacular about it," she said. "If I ever called, I'd get bounced around to nine different customer service reps, each of them without a clue."

So, Katoria was shocked when she picked up the phone and Amerigroup was on the line. "It's a nurse calling from Amerigroup, and she's my case manager, wanting to know everything," Katoria said. "Am I getting to my doctors' appointments? Do I need a ride to the doctor? Am I having any symptoms? She would regularly call and ask me certain questions that might not have dawned on me."

Just as surprising, Katoria found that getting health care services through Amerigroup was simple. "If you're sick, you want someone who can give you exactly what you need," Katoria said. "Amerigroup has that."

This year, Amerigroup will touch the lives of more than 70,000 mothers very much like Katoria, all of them low-income women served by Medicaid. Amerigroup understands that our members confront an array of economic, cultural and practical barriers that can make it very difficult to get basic health care. We've designed a prenatal and neonatal care program called Taking Care of Baby and Me<sup>®</sup> that breaks down these barriers and connects our moms and babies with the care they need. Here's how it works:

### **We don't just wait for our members to seek prenatal care; we look for members who might be pregnant.**

Amerigroup maintains member profiles that include about a dozen indicators that suggest someone might be pregnant. If any of these indicators show up – for example, if a member has a test or procedure associated with pregnancy, such as a pregnancy ultrasound – we contact that member and ask if she is expecting.

### **If a member is pregnant, we conduct a screening to determine whether she has health problems that make the pregnancy high risk.**

Amerigroup has designed a brief, but thorough, telephone interview that assesses whether a member has health issues that might lead to a difficult pregnancy.



## **When a pregnant member has special health needs, we assign a nurse as her case manager to help her identify and obtain the right care.**

By assigning an individual case manager to work with a pregnant woman, we can significantly decrease the chance that her baby will be born prematurely.

## **We ensure that an obstetrician will be available to treat every one of our members who is pregnant.**

Unlike traditional Medicaid, which puts the burden of finding a doctor on individual recipients, Amerigroup constructs a network of doctors and specialists who agree in advance to treat all Amerigroup members. The providers must be in locations that are convenient to the neighborhoods that Amerigroup serves. If an Amerigroup member does not choose a doctor and obstetrician, appropriate physicians are assigned to her.

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**Katoria Tinsley**  
Amerigroup member

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## **We follow up repeatedly with our members who are pregnant.**

In states that provide a transportation benefit, we arrange for our members to get a ride to the doctor’s office. We remind our members when they have scheduled a doctor’s appointment.

## **We provide a 24-hour-a-day Nurse HelpLine to address all our members’ health care concerns.**

To get reliable health care information to our members whenever they need it, Amerigroup offers a round-the-clock health line that provides simultaneous translation in dozens of languages. We also offer award-winning educational materials that help our mothers understand how best to care for themselves and their newborns.

The results of this program are significant. The rate of premature births among Amerigroup members is less than 10 percent and well below the overall national rate (12.3 percent).<sup>1</sup> This means that many more babies get the healthy start in life that they deserve. And there is less demand for the extremely expensive treatment measures required by premature infants, enabling the state governments that pay for Medicaid to save money.

For Katoria, the results were not measured in numbers. She gave birth to her son, Reggie, after carrying him through a full nine months of pregnancy. And she values the quality health care Amerigroup has provided for Reggie and his sisters, Ryan and Miracle.

“What I feel with Amerigroup is relief,” Katoria said. “It’s a relief to know that my health insurance will take care of my children. I know they’ll get what they need. And I know the number to call to make sure they get it.”

1. Centers for Disease Control and Prevention, National Vital Statistics Report 59, No. 1, (Dec. 8, 2010), [www.cdc.gov/nchs/data/nvsr/nvsr59/nvsr59\\_01\\_tables.pdf](http://www.cdc.gov/nchs/data/nvsr/nvsr59/nvsr59_01_tables.pdf) (accessed Oct. 25, 2011)