



## Evidence of Coverage

The Evidence of Coverage tells you how to use your plan and get the most out of your benefits. Inside, you can find information about things such as:

- How your health plan works
- Which services are covered and which are not
- How to get help if you don't understand part of your plan
- How you can get help if you have a problem with your plan or a health care provider
- Your member rights and responsibilities
- How we keep your information private
- How to reach us during business hours and after hours

### Quality Assurance

Your plan's Evidence of Coverage also includes information about quality assurance policies and procedures and drug management programs, such as utilization management (prior authorization, quantity limit, step therapy and generic substitution) and Medication Therapy Management.

### Medication Therapy Management

Your plan's Medication Therapy Management program is available at no cost for members who meet specific criteria. Members who have multiple medical conditions and are taking certain prescription drugs or have high drug costs, may be eligible for the program. For more information, please refer to your Evidence of Coverage or contact Customer Service at the number on your member ID card. Customer Service is available from 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.

Amerigroup is an HMO, an HMO CSNP, an HMO ISNP, an HMO-POS CSNP and an LPPO plan with a Medicare contract. For Dual-Eligible Special Needs Plans: Amerigroup is an HMO DSNP plan with a Medicare contract and a contract with the State Medicaid program. Enrollment in Amerigroup depends on contract renewal.