

Member Town Hall Update

Jeffrey Jones, President

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Amerigroup Iowa

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Keeping Members Informed



Iowa Members are Navigating Change in 2023

Member Redetermination and Renewal

- Ready, Set, Renew
- Direct Member Outreach
- Provider Partnerships

Caution about Potential of Fraud

Public Health Emergency (PHE) Unwind

Member Choice Period

Easing Member Transitions

Warm Transfer of Member Information

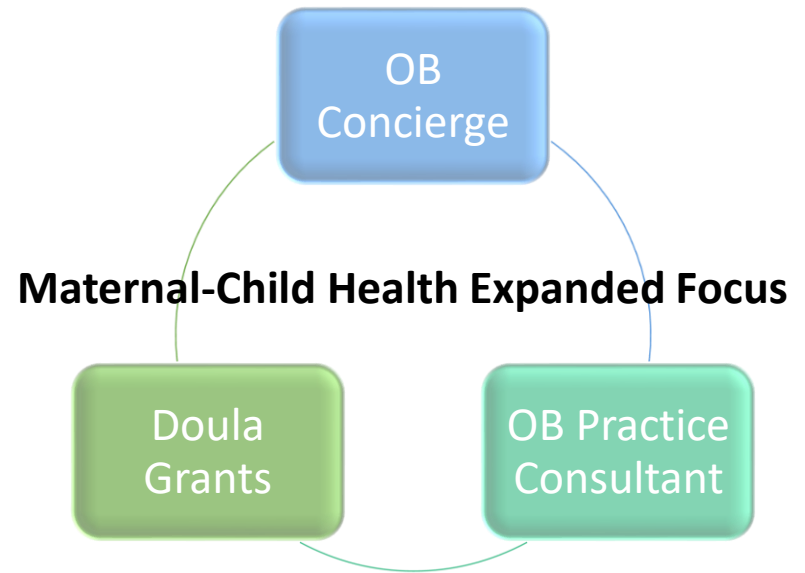
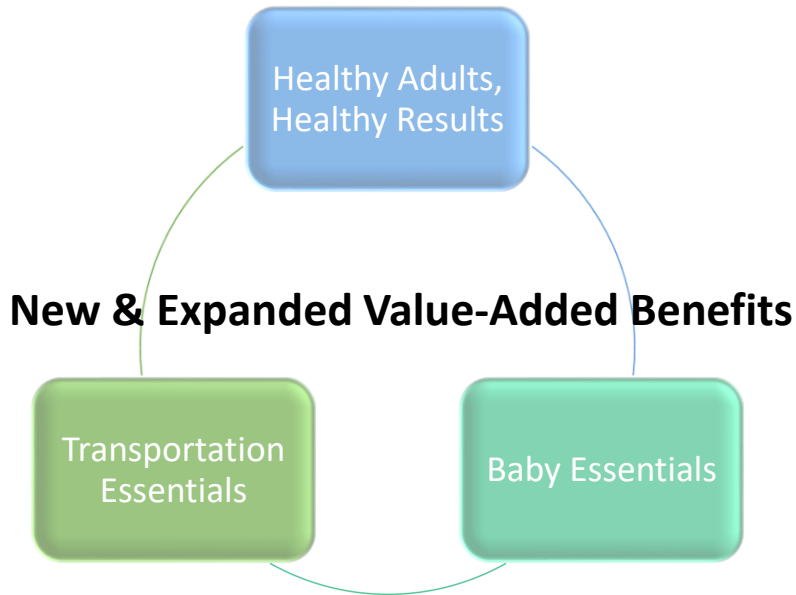
- Focus is on making the MCO transition as seamless as possible
- Designed to supply information timely, securely
- Supports Continuity of Care
- Partnering on information sharing up front
- Streamlining transfer of data across systems
- Clinical discussions to occur for coordinated transition of care



What's New for 2023?



Continuing innovations and upgrades in service to members



New Opportunity: Member and Family Advisory Committee (MFAC)



Contact Us

Member services web page: <https://www.myamerigroup.com/ia/iowa-home.html>

(You can also live chat with a representative or send us a secure message once you log in)

Or Call Amerigroup Member Services:

1-800-600-4441

