



Every Time.
Every Touch.

INTotal Health™

Medicaid Managed
Care Public Forum

September 17, 2013

The Journey to INTotal Health



Key changes as a result of the transition

- No longer governed by a national/multi-state parent organization
- Health Plan headquarters (and decision making) reside in NoVA along with 80% of members and providers
- Policies, procedures and processes are now 100% focused on Virginia members and providers
- Changes can be made much more quickly than in the past (days vs. months)

INTotal Health Model and Focus

- ‘High touch’ member and provider focus
- Provider takes care of the member; the member gets the care they need
- Our committed and expanded team is here to help
- We listen and take action based on the feedback from the Virginia provider community and DMAS

INTotal Health Provider Community Impact

What is new/different:

- Providers are compensated for seeing any eligible member
- No referrals
- Prior authorization rules reviewed & simplified
- All Clinical decision making now resides in NoVA
- Formulary changes now based on local Virginia physician feedback
- New claims address, EDI payer ID's, call center numbers & website
- Newly branded materials and member ID cards

What is the same:

- Local leadership & core team
- All current contracts and credentialing status
- Previously approved medical and pharmacy authorizations
- Assigned membership panels
- Provider Relations contact numbers
- Physical office address in Vienna
- Our commitment to high quality service for our providers and continued partnership in optimizing member health

Our New Website



Join Our Network of Doctors

GET STARTED

News & Announcements

STAY UP TO DATE

Check Claim Status

Verify Member Eligibility

How Can We Help You?
INTotal Health & You
 Providing care for members takes a team and the most important person on the team is you, the healthcare provider. We want to help you be as efficient and effective as possible. We want to hear any problems you may have and your ideas for improvement. Together we can partner to optimize the health and well-being of the members that we serve.

Provider Resources & Documents

- Claims Submission & Payment Disputes
- Clinical Practice Guidelines
- Collaborative Innovations

[View All of INTotal's Other Resources](#)

Introducing ... INTotal Health

Committed to bringing you quality health care when you and your family need it most.

[LEARN MORE](#)

FIND A DOCTOR

[START YOUR SEARCH](#)

HEALTH TIPS

[GET YOUR TIPS](#)

NEED HELP?

Please call us at **1.855.323.5588** if you need help with:

- Getting a new member ID card
- Changing your primary care provider
- Updating your contact information

Download a form and mail or fax it in:

[ID CARD CHANGE](#)

[PCP CHANGE](#)

[ADDRESS CHANGE](#)

INTotal Health Every Time. Every Touch.

Contact Us

CALL: 1.855.323.5588
 TTY English: 1.800.855.2600
 TTY Spanish: 1.800.855.2604
 2600 Park Tower Drive
 Suite 600
 Vienna, VA 22180 | [Map](#)

Quick Links

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INTotal Health
Formerly Amerigroup Virginia, LLC

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[FOR MEMBERS](#) | [FOR PROVIDERS](#)

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Introducing ... INTotal Health

Still your partners in the community

[LEARN MORE](#)

FOR MEMBERS

FOR PROVIDERS

Join INTotal Health –

your health insurance with INTotal Health. Your coverage automatically rolls over to INTotal Health. You can keep your old name or choose a new name and look. All your current services are covered. The Amerigroup network are now a part of the

Need Help?

How to Choose Us

How to Renew

INTotal Health (Formerly Amerigroup Virginia, LLC)

We are still your partners INTotal Health - Every Time, Every Touch!

WHAT STAYS THE SAME?

- You do not need to re-contract or re-credential. Your agreement terms and status with us transfer over seamlessly.
- All currently approved medical and pharmacy authorizations remain intact.
- The Amerigroup members you have taken care of historically can continue to see you without interruption - you simply need to update their insurance information in your records at their next visit.
- Your Provider Relations Representative and their contact information remain the same.

WHAT CHANGES?

- To contact Provider Services for any reason, call 1.855.323.5588.
- Please make sure to ask your patients for their updated ID card. If a patient presents an Amerigroup card, you can call us to verify their coverage. Use the Medicaid ID number available on their old card. We remain committed to providing high quality service to our provider community and look forward to a continued partnership in optimizing the health and well-being of the members we serve.



Network Changes

- Expanded the network in NoVA by over 1,000 providers since 12-1-2012
- Administrative simplification
 - No panel size or other restrictive requirements imposed in order to participate
 - Reduction in credentialing and contracting paperwork by 40%
- Expanded clinical call center to support provider office staff in identifying available specialists and coordinating care
- Provider office education regarding eligible specialties for credentialing

Value-Added Benefits & Partnership Opportunities

For Members:

- Disease and case management program
- Health education programs
- Adult eyewear program
- Free sports physicals for kids
- Prenatal support and incentive program
- Expanded transportation coverage
- 24 hour nurse help line
- Boys and Girls Club membership
- Member forums
- The “fun” bus



For Providers:

- Open access network – no referrals needed
- No-show program
- Telemedicine partnerships
- Collaborative office based health promotions events
- Quality incentive programs
- Healthcare Home support and partnerships
- Case management support and office based embedded case management available
- Partnership for mobile care
- Flu shot programs
- Multi-disciplinary community physician committees

Impact on Providers – Transformation Summary

- Amerigroup Virginia has now fully transformed into INTotal Health solely focused on meeting the needs of Virginia members and providers
- The INTotal Health network remains the same – members have the same level of choice in the providers they select and the same benefits
- Our team has grown to support the oversight of all clinical and non-clinical operations within the local Health Plan
- Local leadership allows for faster decision making and execution of changes and improvements
- Multiple changes implemented based on provider feedback
- We are still your partners INTotal Health

Every Time, Every Touch!



What's Next – Moving into 2014

Service Enhancements

- Expanded local Clinical, Community and Provider Relations staffs
- Enhanced provider education program
- Same day response promise
- Enhanced website functionality

Administrative Simplification

- Clinical: prior-authorization requirements & process improvements (medical and pharmacy)
- Operational: Continued provider lifecycle improvements
- Increased process automation

Innovation

- Value-based reimbursement models
- 'No-show' program expanded
- Integrated data and predictive modeling initiatives
- Continue and increase telemedicine programs



Thank You