

## Amerigroup Kansas, Inc. Child Welfare Contractor Desk Aid

Prior to calling on behalf of a member, please be prepared to provide the following member authentication information:

1. Member name
2. Member date of birth
3. Member Medicaid ID number or Amerigroup ID number

<b>Amerigroup Case Management and Benefits Information</b>	
Amerigroup Member Services	1-800-600-4441 (TTY 711), email mpsweb@amerigroup.com
Amerigroup Provider Services	1-800-454-3730
Amerigroup website	www.myamerigroup.com/KS
Behavioral Health Case Management (Serious Emotional Disturbance (SED) or Autism Waiver, foster care, Substance Use Disorder, PRTF, care coordination)	Kristin.Gernon@amerigroup.com 913-563-1655
Physical Health Case Management	1-800-600-4441 Ask to speak to a physical health case manager
Long Term Services and Supports: Frail Elderly (FE), Traumatic Brain Injury (TBI), Physically Disabled (PD), Technology Assisted (TA) or Intellectual/Developmental Disability (IDD) Waivers & WORK Program	kscasespec@amerigroup.com 1-877-434-7579, ext. 50103
Psychiatric Residential Treatment Facility (PRTF) request Jessica Duckers, Behavioral Health Care Manager	By phone: 913-563-1610 By fax: 1-877-434-7578 Email: <a href="mailto:prtf@amerigroup.com">prtf@amerigroup.com</a> or <a href="mailto:jessica.duckers@amerigroup.com">jessica.duckers@amerigroup.com</a>
Access2Care transportation, scheduling transportation & mileage reimbursement	1-855-345-6943
Amerigroup 24-hour Nurse Helpline	1-866-864-2544 (TTY 711)
Scion Dental, dental services	1-855-866-2627
Ocular Benefits, routine and medical vision services	1-855-866-2623

### How to obtain an Amerigroup member ID card

1. Call Member Services at 1-800-600-4441 to request a new ID card be mailed. If the member is in foster care and out-of-home placement the card will automatically be sent to the foster care contractor (St. Francis or KVC) rather than the placement address.
2. Download the Amerigroup mobile app. With the application, you can show, email or fax your member ID card to your doctor, pharmacy or hospital. For iPhone®, iPad® or iPod touch®, go to the app store to download the app. For Android™ smartphone or tablets, go to Google Play™ to install the mobile app. Enter the member's Amerigroup ID number (If the member ID is unknown, please call Member Services at 1-800-600-4441) Enter member's ZIP code

3. Go to the Amerigroup member website at [myamerigroup.com/KS](http://myamerigroup.com/KS) to print a copy of the ID card. Choose **Member ID Cards** Choose **Print your card** to register and log in  
Be prepared to enter the following information
  - Member's last name
  - Date of birth
  - Member's ZIP code