



Amerigroup

RealSolutions
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Real Stories

Teaming With Providers

All Carol Wittington-Washington, N.P., does—all she has ever done—is care for the health of low-income families. When she needs help, she turns to a valued partner that treats her “like a member of the family.” She turns to Amerigroup.

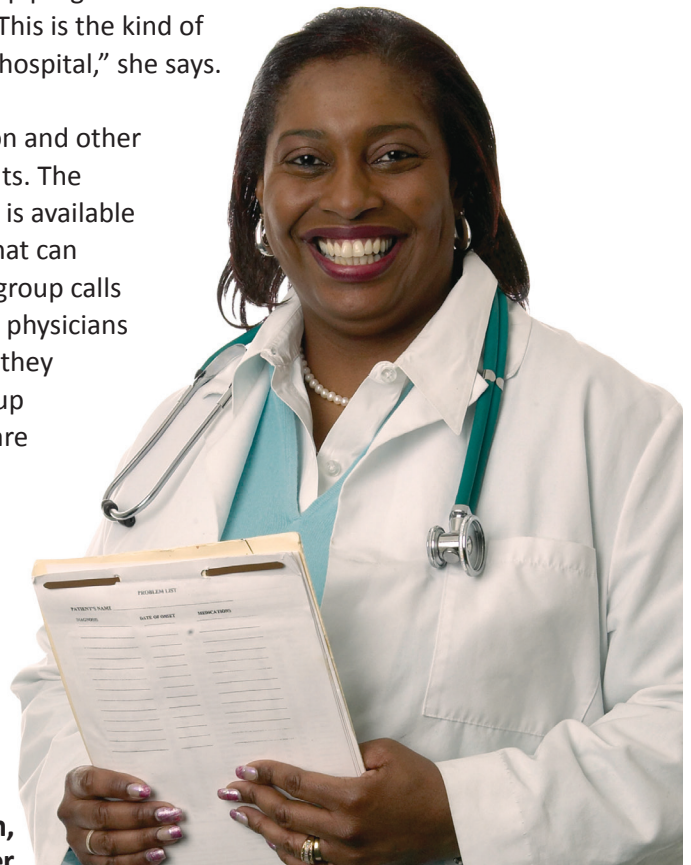
Washington’s job is looking out for the well-being of 2,300 people. A nurse practitioner and Chief Executive Officer of The Kidz NP, Inc. in the Maryland suburbs of Washington, D.C., she is the primary care provider for the people she serves. Virtually all her patients are enrolled in Medicaid. So, Washington must do more than diagnose and treat their illnesses. She must run the gauntlet of economic and logistical problems that often prevent them from getting the care she offers.

That’s where Amerigroup comes in. Washington says that when she sees a new patient, some insurance companies may take up to 10 days to process the paperwork she needs to offer treatment. “But Amerigroup does it for me in one phone call,” she says. “One call to Virginia Beach, and I can see a child that day. And they help me with my outreach. Sometimes I may not be able to reach a patient, a child, because I have an inaccurate address or phone number. Again, one phone call, and Amerigroup helps me get in touch.”

Far too often, Washington treats children with asthma—children who sometimes have serious trouble breathing. When they need assistance from a device called a nebulizer, they usually have to wait for delivery. But Washington is part of an Amerigroup program that enables her to provide nebulizers on the spot. “This is the kind of immediate care that can keep a child out of the hospital,” she says.

Amerigroup does much more to help Washington and other affiliated healthcare providers serve their patients. The Company offers members a Nurse Helpline that is available 24 hours a day. It includes translation services that can accommodate more than 170 languages. Amerigroup calls members to remind them of appointments with physicians and often arranges transportation to make sure they get there. Doctors and nurses can call Amerigroup at any hour with questions about a member’s care or administrative issues that are crucial to their businesses. Amerigroup ensures that providers receive fair and timely compensation for the care they give patients.

Most important, Amerigroup helps providers offer aggressive, highly structured treatment for a variety of illnesses that exact a heavy



**Carol Wittington-Washington,
Nurse Practitioner and Amerigroup Provider**

toll on low-income Americans, including asthma, diabetes, sickle cell anemia and AIDS. Amerigroup provides a program of prenatal and early childhood care that gives children born to Medicaid families a healthy start in life.

Washington has devoted her entire 19-year career to caring for low-income families. She knows too well that many healthcare organizations fail to understand her patients' needs or to offer services that address those needs. But with Amerigroup, she says, "I don't feel like I'm just a provider or a provider number. I feel like I'm part of the family, and I feel like together we're helping to make children better."

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