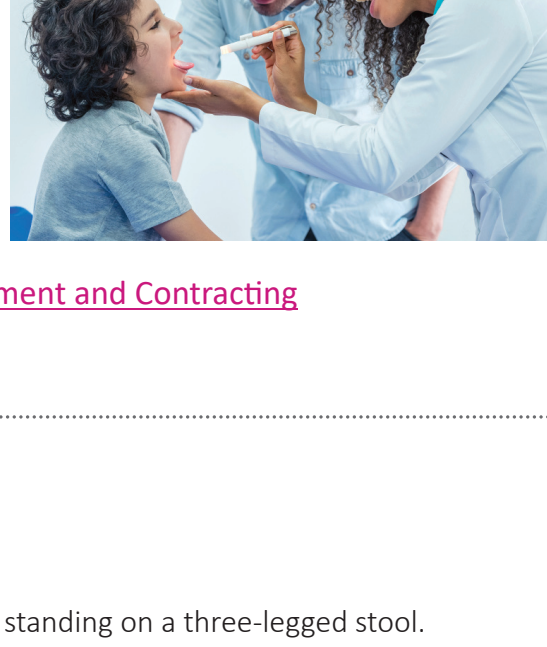


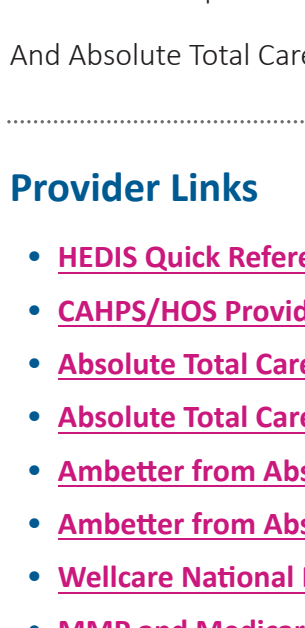
## In this issue:

- **CEO Message: Helping You Help Patients Stay Healthy**
- **Provider Links**
- **Secure Web Portal: The Best Way for a PA to Avoid Delay!**
- **InterQual Connect: A Better Provider Portal Experience**
- **RxEffect: Helping Patients with Medication Adherence**
- **SIU: Your Partners in Compliance**
- **Serving Members by Speaking Their Language**
- **Q&A with Absolute Total Care's Don Pifer, VP of Network Development and Contracting**
- **Stay in Touch**



## CEO Message:

### Helping You Help Patients Stay Healthy



Absolute Total Care CEO  
John McCallian

Reaching for the best health care system requires standing on a three-legged stool. Patients, providers, and payers make up the legs, and we at Absolute Total Care want to be sure all three are sturdy.

To help you take care of our shared members, we at Absolute Total Care need to make it easy for you to do business with us. Our health plan needs to strike the balance between ensuring value for taxpayers, and supporting your work in caring for patients.

In this newsletter, we want to highlight a few tools we offer toward that end. We highlight resources to assist with our provider portal, managing prior authorizations, increasing medication adherence, and ensuring proper submission of claims.

Please read about the tools featured in this issue, and let us know how these are working for you, what other tools you may need, or just any way we can assist you.

Your work is important to us. Because your patients are important to both of us.

And Absolute Total Care wants to be your provider plan partner.

## Provider Links

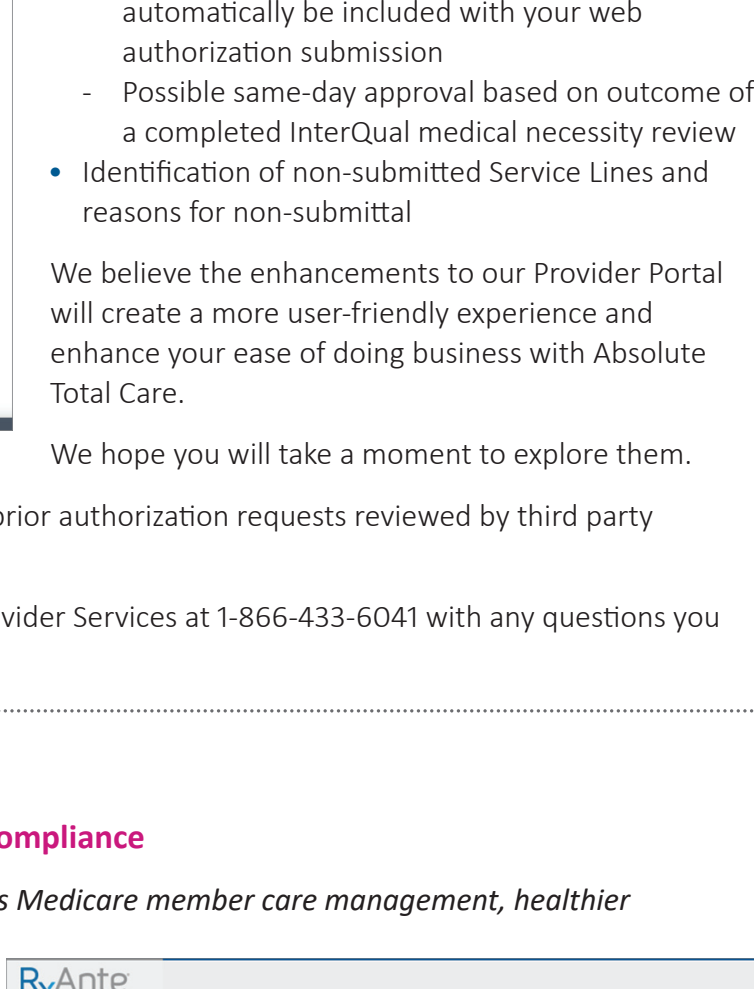
- **HEDIS Quick Reference Guide**
- **CAHPS/HOS Provider Resource Guide**
- **Absolute Total Care Provider News**
- **Absolute Total Care Clinical & Payment Policies:**
- **Ambetter from Absolute Total Care Provider News**
- **Ambetter from Absolute Total Care Clinical & Payment Policies**
- **Wellcare National Medicare Provider Newsletter**
- **MMP and Medicare Advantage Clinical and Payment Policies**

## Operations

### Secure Web Portal: The Best Way for a PA to Avoid Delay!

Absolute Total Care requires prior authorization as a condition of payment for many services. This effort requires us to ensure that our members receive only treatments that are medically necessary according to current standards of practice.

The preferred and easiest method for submitting authorization requests is through the **Secure Web Portal** at [www.absolutetotalcare.com](http://www.absolutetotalcare.com). If a provider is already registered for the **Secure Web Portal** that registration will grant the provider access to submit request for Absolute Total Care, Wellcare by Allwell, Wellcare Prime (Medicare-Medicaid Plan) and Ambetter from Absolute Total Care. If the provider is not already a registered user on the **Secure Web Portal** and needs assistance or training on submitting prior authorizations, the provider should contact Provider Relations.



### InterQual Connect™: A Better Provider Portal Experience

Absolute Total Care values the relationships we have with our provider partners and works to ensure that doing business with us is easy and straightforward.

So we are pleased to announce the recent integration of a helpful new tool, InterQual Connect™ in our Secure Provider Portal. The new tool has features that will simplify the provider experience and offers several new capabilities, such as:

- Streamlined web authorization request
- Easy access to InterQual Connect to complete medical review
- Completed InterQual medical review will automatically be included with your web authorization submission
- Possible same-day approval based on outcome of a completed InterQual medical necessity review
- Identification of non-submitted Service Lines and reasons for non-submittal

We believe the enhancements to our Provider Portal will create a more user-friendly experience and enhance your ease of doing business with Absolute Total Care.

We hope you will take a moment to explore them.

Please note: There are no changes to the current processes for prior authorization requests reviewed by third party vendors, such as: NIA, Turning Point and New Century Health.

Please contact your Provider Relations Representative or call Provider Services at 1-866-433-6041 with any questions you may have.

## Quality

### RxEffect – Helping Patients with Medication Adherence Compliance

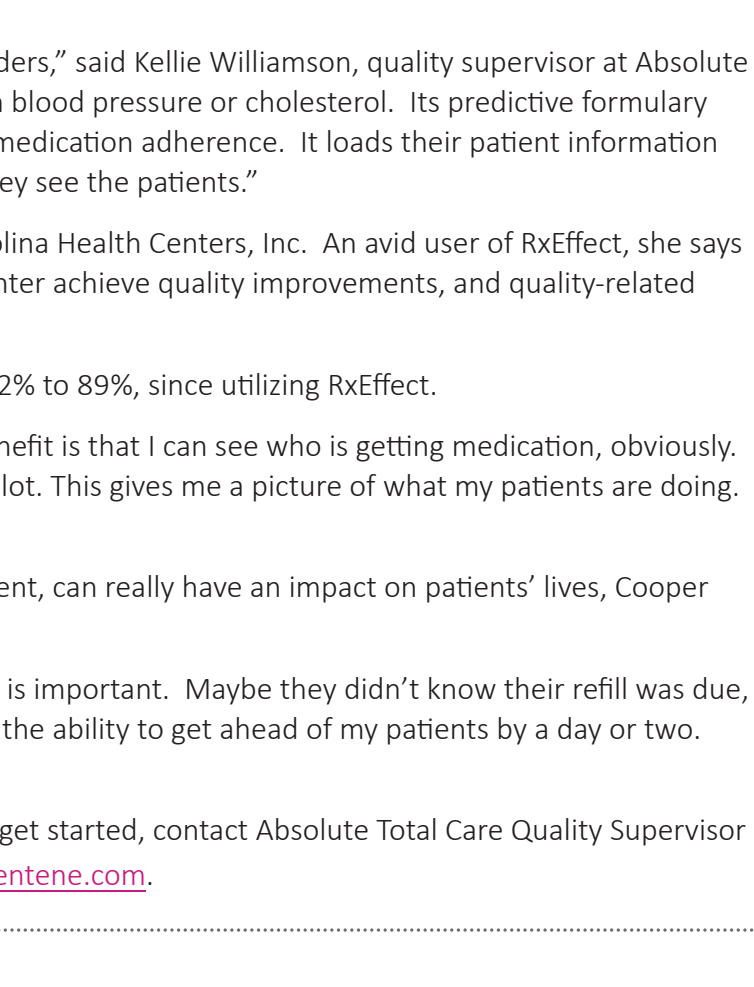
Free service for Absolute Total Care Medicare Providers supports Medicare member care management, healthier outcomes

Primary care providers do all they can for each patient sitting in their practice. They listen to patients, deliver excellent care, and thoroughly explain all follow-up plans, especially required medications.

But then the patient walks out the door.

Now there's a free tool to help with that key component of ongoing health – medication adherence.

It's called RxEffect. It supports Medicare providers' work in identifying, targeting, and managing chronic condition patients with their pharmacy compliance.



"RxEffect provides a wealth of information to primary care providers," said Kellie Williamson, quality supervisor at Absolute Total Care. "Especially for managing patients with diabetes, high blood pressure or cholesterol. Its predictive formulary helps identify the at-risk patients, those who may struggle with medication adherence. It loads their patient information and appointment agendas as well, to support providers when they see the patients."

Mary Cooper, LPN, is the quality improvement specialist for Carolina Health Centers, Inc. An avid user of RxEffect, she says the tool has helped her patients stay healthy, and helped her center achieve quality improvements, and quality-related bonus payments.

Carolina Health Centers increased medication adherence from 72% to 89%, since utilizing RxEffect.

"I keep RxEffect pulled up all day," Cooper says. "The biggest benefit is that I can see who is getting medication, obviously. I can see who may not have gotten their refill, and that tells me a lot. This gives me a picture of what my patients are doing. Then I can step in."

And this is where RxEffect, combined with active care management, can really have an impact on patients' lives, Cooper says.

"Maybe they just need some education about why the medicine is important. Maybe they didn't know their refill was due, or they may need assistance getting the refill. RxEffect gives me the ability to get ahead of my patients by a day or two. This prevents care gaps."

For more information about RxEffect and how your practice can get started, contact Absolute Total Care Quality Supervisor Kellie Williamson at (803) 331-9697, or at [kellie.m.williamson@centene.com](mailto:kellie.m.williamson@centene.com).

## Compliance

### SIU: Your Partners in Compliance

Detailed records, active communication help you avoid unnecessary business disruption

They're agents on assignment, part of the Special Investigations Unit (SIU.)

Their mission: justifiable claims and appropriate payments.

So OK, they're not the heroes of some primetime TV drama. But they can be your heroes, partnering with you to avoid unnecessary drama.

Absolute Total Care's SIU team helps providers work through actual and potential service provision and billing compliance issues, with the goal to prevent adverse issues before they arise.

And as the SIU team commits to fair and timely case resolutions, there are steps providers can take to mitigate operational abrasion as well.

### Detailed Medical Records

"This is the issue we see the most," says Jennifer Jarke, SIU manager of corporate compliance. "The lack of complete, accurate and detailed medical records is our biggest challenge."

Jarke says that for providers, working with government-sponsored insurance, like Medicare and Medicaid, can add an extra level of claims attention. "Justify your claims," she advises, especially in the areas of behavioral health, which can present confusing program and supervisory level guidelines.

"Importantly, this not just for SIU," explains Jarke. "Proper medical documentation supports providers' HEDIS reviews, NCOA recertification, and documentation of quality metrics. The documentation has to back up what you're billing. And remember, if you didn't document it, it didn't happen."

### Successful Communication with SIU

When claims issues do arise, the partnership between Absolute Total Care and providers moves to a new level, because successful claims resolutions begin and end with effective communication.

And effective communication begins and ends with understanding and adhering to timelines.

"There are important timelines for providers when responding to communications and requests from SIU," says Marsha Strickland, SIU's senior special investigator. She says these are prescribed timelines for all health plans, which are spelled out in contract and policies and procedures documents.

"We'll be clear on our end about what to expect, and how and when to respond to us. Absolute Total Care will monitor the resolution process, and even manage deadline extensions, as justified. But mostly, we try to work with providers, to make it as easy as possible to get to resolution."

Absolute Total Care understands that most claims issues are not intentional, and remedies therefore usually start with education. Absolute Total Care's claims resolution process is digital, through the provider portal, to ensure a secure and accurate vehicle for communications.

Strickland says effective use of the portal starts with front-end data integrity. "Providers can help themselves by keeping their demographics up to date in the system," she said. "That helps the process move along."

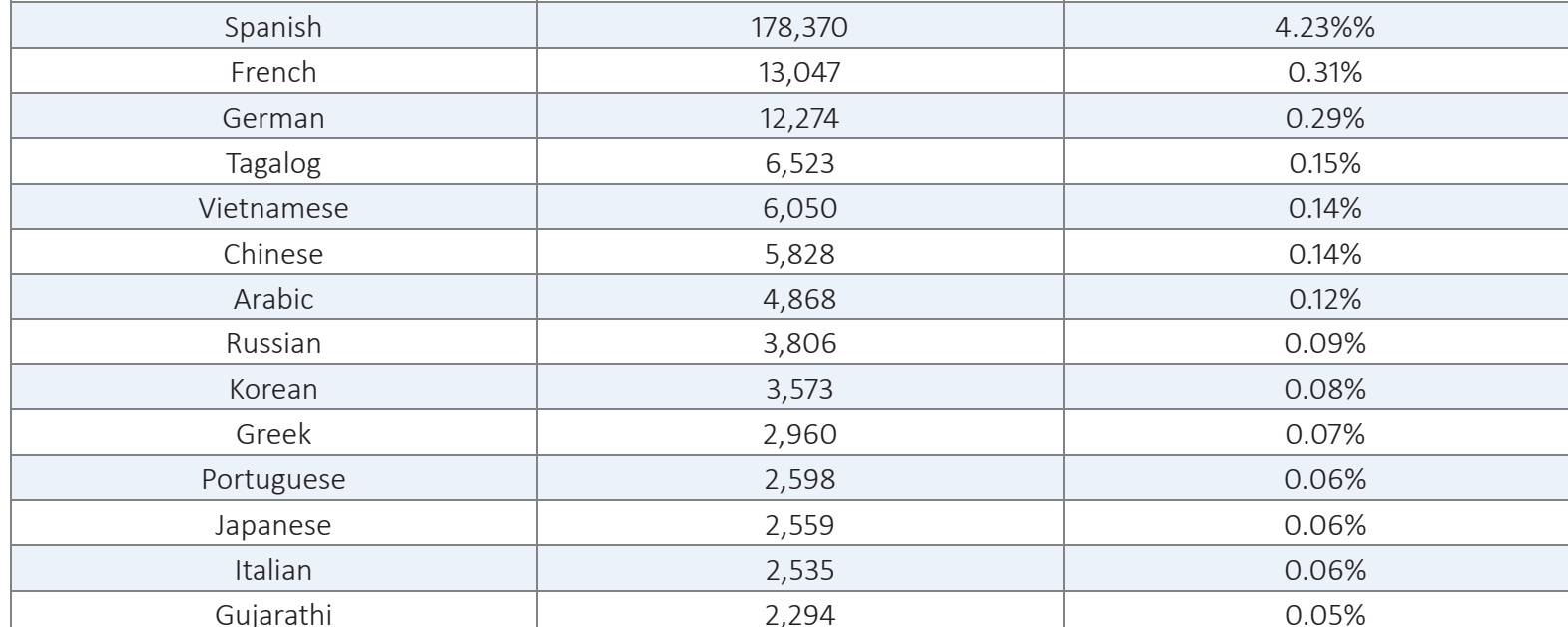
For more information about SIU, contact Absolute Total Care's Compliance Department through the Fraud, Waste, and Abuse hotline at 866-685-8664.

### Serving Members by Speaking Their Language

Treating the whole patient – not only their conditions – is a major component of delivering quality healthcare. Absolute Total Care offers you information and tools to help make that possible.

### Absolute Total Care's Member Demographics

Absolute Total Care serves a culturally diverse population. The graph below shows Race & Ethnicity data from Absolute Total Care's 2021 enrollment data. The graph shows a large population that did not report their Race and Ethnicity (114,898 members). The top three highest reported ethnicities are represented by African Americans/Blacks (69,923) followed by Caucasians (52,442) and lastly Hispanics (5,909). The collection of this data allows Absolute Total Care to offer and provide culturally appropriate linguistic services as well as other services that members may need.



To meet the needs of its ever growing and culturally diverse membership, Absolute Total Care offers a language assistance program (LAP) to its members. This report summarizes Absolute Total Care's language assistance programs for its Medicaid line of business for calendar year 2021. The data represented are results of the 2021 LAP analysis. The following table reveals that Absolute Total Care members speak more than 7 reported languages from membership data, and the population grows more diverse each year.

2021 MEMBERSHIP SPOKEN LANGUAGE	Count of LANGUAGE_DESC
ENGLISH	238,517
SPANISH	6,427
RUSSIAN	85
AMERICAN SIGN LANGUAGE	69
VIETNAMESE	49
CHINESE (MANDARIN)	38
OTHER	35
GERMAN	2
<b>Grand Total</b>	<b>245,222</b>

In 2021, 93.4% of South Carolina residents over 5 years old, reported English as their preferred language, and 6.6% preferred another language, according to U.S. Census data. Absolute Total Care also identifies 24 languages meeting a certain threshold (5% or 1,000) among population in 2021. Absolute Total Care's threshold languages are included in the following table:

Language	Number (Community)	Percent of Total Population
English	3,936,691	93.39%
Spanish	178,370	4.23%
French	13,047	0.31%
German	12,274	0.29%
Tagalog	6,523	0.15%
Vietnamese	6,050	0.14%
Chinese	5,828	0.14%
Arabic	4,868	0.12%
Russian	3,806	0.09%
Korean	3,573	0.08%
Greek	2,960	0.07%
Portuguese	2,598	0.06%
Japanese	2,559	0.06%
Italian	2,535	0.06%
Gujarathi	2,294	0.05%
Hindi	2,178	0.05%
Polish	1,486	0.04%
Mon-Khmer, Cambodian	1,453	0.03%
Mandarin	1,205	0.03%
Telugu	1,176	0.03%
Kru, Ibo, Yoruba	1,091	0.03%
Ukrainian	1,064	0.03%
India (not elsewhere classified)	1,039	0.02%
Thai	1,028	0.02%
<b>Grand Total</b>	<b>4,195,696</b>	<b>95.2%</b>

Although there were only seven reported languages from Membership data in 2021, Absolute Total Care received 1,362 requests for language interpretation assistance. Of the 1,362 requests, 1,226 were for Spanish followed by 46 for Vietnamese, and 20 Arabic making up the top three highest requested language type in 2021.

Language Request	# Calls Offered
Spanish	1,226
Vietnamese	46
Arabic	20
Burmese	13
Russian	9
Mandarin	9
French	7
Hindi	6
Cantonese	4
Tagalog	3
Ukrainian	3
Brazilian Portuguese	2
Hmong	2
Gujarati	2
Swahili	1
Sinhala	1
Levantine Arabic	1
Banda	1
Tigrigna (Eritrea)	1
Moroccan Arabic	1
Chin (Falang)	1
Kinya/Rwanda	1
Indonesian	1
<b>Grand Total</b>	<b>1,362</b>

In the table below, Absolute Total Care noticed that 69 members from the 2021 membership data listed American Sign Language (ASL) as their language; however, there were no requests for ASL interpreters.

Sign Language Interpreter Requests				
	Count of ASL Language from Membership Data	Request for ASL Services	Total Medicaid Membership	Percentage of Members Identified with ASL/Total Medicaid Membership
2021	69	0	245,232	0.03%

If you have patients who need ASL interpreters, please contact Absolute Total Care. Language Assistance Line as you would with spoken language request.

### Accessing an Interpreter for Absolute Total Care Members in Your Office

To request an on-demand telephonic interpreter, please call Member Services at 1-866-433-6041 (TTY: 711) and provide your patient's Member ID number. Not sure of your patient's language? Go to our website at [www.absolutetotalcare.com](http://www.absolutetotalcare.com), click on "Language Assistance" in the footer at the bottom of the page, and have the member point to the language. If it's not listed, you can work with the interpreter service to identify the right language. You may also find out a patient's language by logging on to our provider portal and downloading your Patient List, or by contacting our Member Services department at the toll-free number located on the back of the member's ID card.

Using the speakerphone function is recommended for communication efficiency between you, your patient and the interpreter.

All participating Absolute Total Care providers are required to comply with certain interpreter requirements.

- Providers must ensure that bilingual staff who act as interpreters are qualified and meet the quality standards, which includes documentation that the staff member's proficiency was assessed.
- Patients can never be required to bring their own interpreters.
- Minors may not interpret, even if their parent or other relative consents, unless there is an emergency and there is not a qualified interpreter immediately available.
- An accompanying adult may interpret if the patient agrees and if it is appropriate to the situation.

Providers that use bilingual staff to communicate with patients must ensure that bilingual staff can interpret effectively, accurately, and to and from the language of the patient and English, using any necessary specialized vocabulary terminology and phraseology.

Providers are strongly encouraged to document in the medical record the use of family, friends and minors as interpreters. If an interpreter is offered and the patient declines, the provider should also document this in the medical record.

Reach out to your Provider Relations Specialist with Absolute Total Care to learn more about these requirements, and how you can use them to make your relationship with your patients stronger and more effective.

### Interpreter/Translation Services Offered by Absolute Total Care

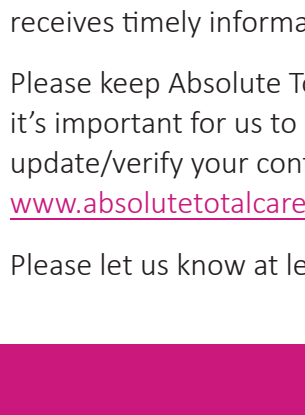
Absolute Total Care is committed to ensuring that staff, providers and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its members. To meet this need, Absolute Total Care is committed to the following:

- Having individuals available who are trained professional interpreters for Spanish and American Sign Language and will be available on site or via telephone to assist providers with discussing technical, medical, or treatment information with members as needed.
- Providing Language Line services that will be available 24 hours a day, seven days a week in 140 languages to assist providers and members in communicating with each other when there are no other translators available for the language.
- In-person interpreter services are made available when Absolute Total Care is notified in advance of the member's scheduled appointment in order to allow for a more positive encounter between the member and provider; telephonic services are available for those encounters involving urgent/emergent situations, as well as nonurgent/emergent appointments as requested.
- Providing TTY access for members who are hearing impaired through 711.
- Absolute Total Care medical advice line, nurse advice line, provider 24-hour access, seven days a week for interpretation of Spanish or the coordination of non-English/Spanish needs via the Language Line.
- Providing or making available Member Services and health-education materials in alternative formats as needed to meet the needs of the members, such as audio tapes or language translation; all alternative methods must be requested by the member or caregiver.
- Providers must call Member Services at 1-866-433-6041 if interpreter services are needed. Please have the member's ID number, date/time service is requested, and any other documentation that would assist in scheduling interpreter services.

Thank you for partnering with us in meeting the culturally linguistic needs of our Members and please let us know if we can do anything to improve our services to you.

## Why We Do What We Do:

### Q & A with Don Pifer, V.P. of Network Development and Contracting



Don Pifer  
V.P. of Network Development and Contracting

Where were you born?  
Pittsburgh, PA

Where did you go to college? What degrees do you hold?  
University of Pittsburgh – Bachelor of Science  
University of South Carolina – Masters of Health Services Administration

What is your career background?  
In grad school here I met my wife, married and have worked my entire career in South Carolina. I have served in hospital administration for 10 years, and health insurance/managed care for 20 years.

How long have you been with Absolute Total Care?  
8 ½ years

How would you describe your role with Absolute Total Care?  
As the V.P. of network development and contracting, I lead a team that builds out healthcare access for our members, by contracting with the providers to bring them into our networks, while also keeping unit cost in check.

How have you seen Absolute Total Care change and evolve during your time here?  
Through our work over the years, we have built a solid trust with the providers, which is key. The providers can have confidence that we will work with them to build a better partnership to serve our members.

What is the best advice you have ever been given?  
"Always do the best you can, no matter what the circumstances are."

What is one task you do every day to maintain or improve your effectiveness?  
Make and complete "to-do" lists.

If you did not have to sleep, what would you do with the extra time?  
Spend more time with family, exercise more, and find ways to improve, mentally.

### INTERPRETERS AVAILABLE

We have qualified interpreters available for all of our languages. This chart includes languages commonly spoken in your community. All other languages are available. English is our base language. We will provide an interpreter if requested and needed.

Arabic	Amharic	Chinese	French
Spanish	Hindi	German	Portuguese
Tagalog	Japanese	Russian	Swahili
Vietnamese	Korean	Ukrainian	Yoruba
Other	Polish	Ukrainian	Yoruba

**Cyracom**

## Stay in Touch!

### Reaching Us ...

Absolute Total Care wants to make it easy to do business with us, so you can focus on providing care.

Need support? Have a question? We're here for you. Please contact your Provider Relations Representative anytime, or call Provider Services at **1-866-433-6041** to reach us.

### Reaching You ...

Absolute Total Care values everything you do to deliver quality care to our members. We want to make sure your practice receives timely information to help you do business with us.

Please keep Absolute Total Care informed of your most up to date demographic information for your practice. That means it's important for us to know if you plan to move, change phone numbers or leave the network. Call **1-866-433-6041** to update/verify your contact information or status. You can also check your information on our secure provider portal at [www.absolutetotalcare.com](http://www.absolutetotalcare.com).

Please let us know at least 30 days before you expect a change to your information.