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Provider Links

Absolute Total Care is committed to providing you the tools and support you need to deliver the best quality of care. Visit the links below for helpful tools and resources such as Provider Manuals, Quick Reference Guides, and Pre-Auth Check Tool.

- [HEDIS Quick Reference Guide](#)
- [CAHPS/HOS Provider Resource Guide](#)
- [Absolute Total Care Provider News](#)
- [Absolute Total Care Provider Resources](#)
- [Ambetter from Absolute Total Care Provider News](#)
- [Ambetter from Absolute Total Care Provider Resources](#)
- [Wellcare Medicare Provider News](#)
- [Wellcare Provider Resources](#)
- [Clinical and Payment Policies](#)

CEO Message:

Helping our Kids Navigate Life: Strengthening School-Based Behavioral Health Services

"Time is of the essence. We must do better. The cost of doing nothing is unimaginable. And the damage, well, the damage will likely be immeasurable."

Those were the words of Gov. Henry McMaster in his 2022 State of the State address, describing the effects of the pandemic on South Carolina children's mental health.



Absolute Total Care CEO
John McClellan

A subsequent Executive Order by Gov. McMaster called for the state Medicaid agency to review South Carolina's school-based behavioral health services, examining the accessibility and cost structure of such services. Gov. McMaster noted that less than half of schools have access to state government mental health clinicians in the school setting.

Last May, Medicaid Director Robby Kerr reported back to the governor, agreeing that students' increased needs cannot be met by the current school-based services structure, and that schools need more options in contracting for services to children. Kerr reported, "the current counselor-to-student ratio in South Carolina's schools of 1:1,300 is unacceptable."

To address this shortfall, the Medicaid agency is implementing a series of changes to the type of in-school services and rates, the financing structure and delivery modes, and qualifying provider network, with the goal to "reduce the current counselor-to-student ratio by half by 2023, which is effectively the equivalent of having a counselor available in each school in the state."

Absolute Total Care supports this important transformation, and has been working with the Medicaid agency and school districts in designing and implementing the changes. In particular, health plans like Absolute Total Care can assist schools as they hire counselors, contract with the plans, and bill for services.

Designing a new set of services and related billing apparatus is a huge undertaking, and represents a shared journey of multiple stakeholders. But the destination is shared by us all – supporting our state's students as they deal with the stresses of growing up, so much more impacted by the pandemic's interruptions.

To read the [Medicaid agency's review of the school-based services, and Director Kerr's letter of recommendations to Gov. McMaster](#).

Operations

Protect Young Patients from RSV with Synagis

As we move through the respiratory syncytial virus (RSV) season, Absolute Total Care is encouraging pediatricians to treat children who meet criteria for the Synagis treatment.

Pediatricians will receive a letter from Chief Medical Officer Barry Lewis, via faxblast from Absolute Total Care, with information on administration and billing protocol for the Synagis treatment.

The Synagis season in South Carolina is expected to run from late fall 2022 through spring 2023. However due to continued variability in RSV circulation, the American Academy of Pediatrics gives consideration of extended Synagis treatment in eligible patients. Read the AAP guidance here: <https://www.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/clinical-guidance/interim-guidance-for-use-of-palivizumab-prophylaxis-to-prevent-hospitalization/>



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

Absolute Total Care requires prior authorization (PA) 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. If a provider is already registered for the **Secure Web Portal**, that registration will grant the provider access to submit requests 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.

Expanded Ambetter Virtual Product for 2023

Absolute Total Care is excited to be expanding its Ambetter – Virtual product offering for 2023. Please see the following link for more details on this exciting product.

<https://ambetter.absolutetotalcare.com/health-plans/ambetter-virtual-access.html>

Quality

You are the Key to How Patients View their Health, and their Healthcare Experience

Learn how you can best shape their outcomes

Each year, some members of health plans are surveyed on how they perceive their own health, and the healthcare system that supports them.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the Health Outcomes Survey (HOS) are annual tools used to get a snapshot of patients' perception of their health status, and their satisfaction with the care they receive.



CAHPS survey asks patients about their healthcare experience, including:

- Getting needed care
- Receiving care quickly
- Care coordination
- Communication with doctors
- Quality of care

The HOS survey focuses more on actual patient health, including:

- Management of urinary incontinence
- Levels of physical activity
- Fall risk management
- Improving/maintaining physical health
- Improving/maintaining mental health

Absolute Total Care wants to help you deliver the best experience and outcomes to your patients. The CAHPS/HOS Resource Guide is designed to do that.

Absolute Total Care encourages all providers to utilize the [CAHPS/HOS Provider Resource Guide](#) on our website, as it further explains the components assessed by the CAHPS and HOS surveys, and offers strategies to improve care delivery to patients.

Absolute Total Care encourages all providers to utilize the CAHPS/HOS Resource Guide, as it further explains the components assessed by the CAHPS and HOS surveys, and offers our provider partners strategies to improve care delivery to patients.

New Absolute Total Care Team to Focus on Social Determinants to Improve Members' Health

First projects include housing coordination and medication adherence

To provide greater impact on the lives of our members, Absolute Total Care has created a Social Determinants of Health/Health Equity Team. Studying the diverse and ancillary needs of those we serve, this team will develop specific policies and processes to help improve member health beyond the doctor's office.

A first task of the Social Determinants of Health/Health Equity team is creating a Housing Coordinator position within Absolute Total Care. The Absolute Total Care Housing Coordinator will support Medicaid members facing housing insecurity, including those without housing. The Coordinator will help identify potential housing options for these members, and assist with the application process, including follow-up once housing is obtained. In addition, the Housing Coordinator will participate in local and statewide homeless coalitions, and coordinate with local and state housing agency and social service organizations.



A second task of the Social Determinants of Health/Health Equity Team is to address the disparity in Depression medication adherence among Absolute Total Care members. Specifically, Absolute Total Care analyses found a gap between Black/African American members compared to White/Other members, in obtaining and continuing use of Depression medications. This effort will focus on prescription fill rates and short and longer-term adherence, educating the members and Absolute Total Care staff on how to improve adherence rates among the deficit population, and developing strategies to reduce the deficit.

Compliance

Reminder to Update and Certify Provider Information in the Centers for Medicare & Medicaid Services' National Plan & Provider Enumeration System

Absolute Total Care reminds you to review your National Provider Identifier (NPI) data in National Plan & Provider Enumeration System (NPPES) as soon as possible to ensure that accurate provider data is displayed.

As you may know, providers are legally required to keep their NPPES data current. Centers for Medicare & Medicaid Services (CMS) is also encouraging Medicare Advantage Organizations to use NPPES as a resource for our online provider directories. By using NPPES, we can decrease the frequency by which we contact you for updated directory information and provide more reliable information to Medicare beneficiaries.

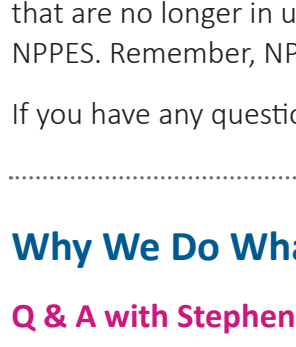
If the NPPES database is kept up to date by providers, Absolute Total Care can rely on it as a primary data resource for our provider directories, instead of calling your office for this information. With updated information, we can download the NPPES database and compare the provider data to the information in our existing provider directory to verify its accuracy.

When reviewing your provider data in NPPES, please update any inaccurate information in modifiable fields including provider name, mailing address, telephone and fax numbers, and specialty, to name a few. You should also make sure to include all addresses where you practice and actively see patients and where a patient can call and make an appointment. Do not include addresses where you could see a patient, but do not actively practice. Please remove any practice locations that are no longer in use. Once you update your information, you will need to confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare Fee-For-Service.

If you have any questions pertaining to NPPES, visit [NPPES NPI Registry Help](#) on-line.

Why We Do What We Do:

Q & A with Stephen Moore, Absolute Total Care's Chief Financial Officer



Stephen Moore
ATC Chief Financial Officer

Where are you from?

I was born in Vancouver, Washington and I grew up just outside of St. Louis, Missouri.

Where did you go to college? What degrees do you hold?

Auburn University – Bachelors of Science in Finance.
War Eagle!

What is your career background?

Prior to coming to Centene I worked at two different HMOs. One in Birmingham, Alabama, and one in St. Louis, Missouri. I started at Centene as a Senior Accountant and developing the company's reinsurance program. From there I became the Controller for Centene's Wisconsin Health Plan subsidiary. I transferred to Absolute Total Care in 2010, as the Director of Finance. I am currently functioning as the Plan Chief Financial Officer.

How long have you been with Absolute Total Care and/or Centene?

Eighteen years in total at Centene. Six years at the corporate office in St. Louis and almost 12 years in Columbia at Absolute Total Care.

How would you describe your role with Absolute Total Care?

I consider myself to be very fortunate in that I've been able to work with very smart and dedicated people while I've been at Absolute Total Care. What we do as an organization is constantly evolving. Through all the change, things are never boring.

How have you seen Centene and Absolute Total Care change and evolve during your time here?

Both Centene and Absolute Total Care I've seen tremendous growth since I started with the Company. We have seen tremendous growth in the number of covered Medicaid members, and we've added new MMP, Medicare, and Exchange product offerings.

Why did you choose to work in healthcare?

My motivation comes from a lot of different areas but what started me down this path was that when I was 12, I was diagnosed with juvenile diabetes. I saw my parents having to deal with the fears and concerns of what a weeks-long hospitalization and a tremendous amount of follow-up care meant for our family. There was a strain on both dealing with the diagnosis but also the financial uncertainty that it created. I wanted to make a difference and I thought the best way to do that was to work in the industry that did its best to drive efficiency in the health care space and took the financial uncertainty away for families. I want to make sure that the people that we serve have access to good quality healthcare at an affordable price.

What is the best advice you've ever been given?

Live for today, plan for tomorrow, forget about yesterday.

What is the one task you do every day to maintain or improve your effectiveness?

I don't know if I do one task every day, but generally speaking, I think the best way to live is to treat others how you would want to be treated.

What habits or mindsets have you eliminated in order to progress?

If you want to make progress, don't procrastinate. Address the situation, deal with it, and move on.

If you did not have to sleep, what would you do with the extra time?

A little more of everything. I would certainly spend more time with my family, work a little more, and volunteer some of my extra time. I've got to be honest though, I need my sleep!

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.

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