

2025 MEMBER HANDBOOK CHANGE CONTROL RECORD

Date	Section	Page(s)	Change
5/23/2025	Find a Provider Tool	10	Added sentence after “Call Member Services at 1-866-433-6041 (TTY: 711) for more information about a provider’s medical school and residency.” – “You can visit our website at https://findaprovider.absolutetotalcare.com/location to find a provider or call Member Services at 1-866-433-6041 (TTY: 711) to get a printed copy of the provider directory.”
5/23/2025	Scheduling/Appointment Waiting Times	14	3 rd bullet point under “You should be able to get an appointment with your specialist as follows:” replaced “presentation at the delivery site” with “referral.”
5/23/2025	PROGRAMS: Preventive Guidelines	31	“Recommended Adult Immunization Schedule for Adults 19 Years or Older” changed to “Adult Immunization Schedule by Age: Recommendations for Ages 19 or Older”
5/23/2025	PROGRAMS: Preventive Guidelines	31	Changed “Well-Woman Recommendations” to “Well-Woman Preventive Visits”
5/23/2025	PROGRAMS: Preventive Guidelines	31	“Recommendations for Blood Lead Screening of Medicaid Eligible Children aged 1-5 years” changed to “Childhood Lead Poisoning Prevention: Guidelines and Recommendations”
5/23/2025	PROGRAMS: Preventive Guidelines	31	“Recommended Immunizations Schedules for Children and Adolescents Aged 18 Years or Younger” changed to “Child and Adolescent Immunization Schedule by Age: Recommendations for Ages 18 or Younger”
5/23/2025	PROGRAMS: Preventive Guidelines	31	“Catch-up Immunization Schedule for persons aged 4 months through 18 years who start late or are more than 1 month behind” changed to “Catch-up Immunization Schedule for Children and Adolescents: Recommendations for Ages 18 Years and Younger”
5/23/2025	Advance Directives	49	Section: If Your Directives are not Being Followed, do any of the Following; second bullet point: Updated “State Survey and Certification Agency” to “South Carolina Department of Public Health”
5/23/2025	Definitions	63	Durable Medical Equipment (DME) – removed “Any” before “Equipment” and added “or helps” after “provides therapeutic benefits to”
5/23/2025	Definitions	63	Added new definition: “Emergency Services” – Emergency Services: Covered inpatient and outpatient Services that are provided by a Provider that is qualified to furnish these services and needed to evaluate or stabilize an Emergency Medical Condition
5/23/2025	Definitions	63	Added after first sentence: “Possible subjects for Grievances included, but are not limited to, the quality of care or services provided, and aspects of interpersonal

			relationships such as rudeness or a provider or employee, or failure to respect the member's rights."
5/23/2025	Definitions	64	Added new definition: "Home and Community Based Services (HCBS)" - Home and Community Based Services (HCBS): In-home or community-based support services that assist persons with long-term care needs to remain at home.
5/23/2025	Definitions	64	Added new definition: "Hospice Services" - Hospice Services: A service in which the Member is provided with palliative care for the relief of pain and uncomfortable symptoms as opposed to curative care for terminally ill individuals.
5/23/2025	Definitions	64	Medical Necessity: added "to determine the level of need for medical services rendered" after "including quantitative and non-quantitative treatment limits,
5/23/2025	Definitions	64	Changed "Out of Network Physician/Provider" to "Non-Participating Physician/Provider" and updated definition to: A licensed provider or physician to practice that is not contracted with or employed by Absolute Total Care to provide health care services to our members.
5/23/2025	Definitions	65	Primary Care Provider Definition: Replaced "The provider" (beginning of sentence) with: "A general practitioner, family physician, internal medicine physician, obstetrician/gynecologist, or pediatrician"
5/23/2025	Definitions	65	Specialist definition updated from (old) "A doctor that has specific, detailed training in one certain medical field" to (new) "A healthcare professional who treats only certain parts of the body, certain health conditions, or certain age groups."