



Healthy Connections 

WHOLE you

SPRING 2025



Greetings and welcome to the latest edition of Whole You, the newsletter brought to you by Absolute Total Care.

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Your Healthy Source for Living Well

This edition is brimming with invaluable advice designed to help us navigate life more effectively, maintain safety, and prioritize our well-being. Inside, you will find insights on embracing a healthier lifestyle, preparing thoroughly for medical appointments, and ensuring proper follow-up care post-hospitalization. Additionally, we delve into fostering healthy habits and nurturing mental health. Our aim is to ensure you maximize the benefits available through your health plan.

We hope you enjoy this issue and that it helps you take better care of the whole you.



Get the Most From Your Plan

Make sure you're getting all the benefits from your healthcare plan. The online member portal is a great place to discover the amazing perks designed to help you stay healthy. Here are some of the things you can do:

- Join our Start Smart for Your Baby® program
- Get answers to any questions about your coverage
- Find or change your doctor
- View your claims status and more!



A Fresh Start for a Healthier Lifestyle

It's the time of year for setting goals. Here are some helpful tips.

1 TEAMWORK MAKES THE DREAM WORK

Being with people with similar goals can be inspiring and motivating. Plus, they can help you stay focused.

2 LEND A HELPING HAND

Try volunteering at an animal shelter, visit a retirement home or donate clothes. There's added health benefits when you help others, including lower risk of depression and reduced stress.

3 EATING GOOD FEELS GOOD

Pay attention to the food you eat and how it makes you feel. Understanding what you're putting into your body can help you make healthier choices.

4 ADDING A POSITIVE CAN MAKE A DIFFERENCE

There's nothing wrong with the occasional sweet treat but try swapping it out with a piece of fruit from time to time. Feel like you could be drinking more water? Have a 12-ounce glass of water before and after meals. You'll feel fuller longer. Plus, there's health benefits like improved brain function, better skin and more.

5 SHAKE IT UP

Try signing up for an event like a 5K walk or run. Having an end goal and mixing up your routine can be just the thing to get you out of a slump. Most events benefit nonprofit groups, so you'll be giving to a good cause while you're at it!

TRANSPORTATION BENEFITS

Can we give you a lift?

Getting to the care you need is important. So along with your Absolute Total Care Medicaid benefits, you may also be able to get non-emergency transportation.

That means we'll get you no-cost rides to checkups and other medical visits. We can also get you rides to the drugstore and programs and services near you. You may also be able to get a monthly bus pass. Plus, if family or friends drive you to a medical visit, you may be able to get help paying for gas.

Call Member Services at 1-866-433-6041 (TTY: 711) or visit our website at absolutetotalcare.com to learn more and see if you qualify for these services.



How to Prepare for Your Doctor's Appointment

Having a plan and knowing what to expect can help you make the most of your doctor's visit.

These tips can help you with that!

- 1** Make a list of your questions and concerns
- 2** Bring a list of your medicines, including vitamins and herbal supplements
- 3** Bring a friend or family member if you need help communicating
- 4** Be open and honest with your doctor and office staff
- 5** Let your doctor's office know if you need translation services or transportation
- 6** Know your and your family's medical history
- 7** Arrive on time
- 8** Bring your Absolute Total Care Healthy Connections member ID card



Need a printed provider directory?

Call us at 1-866-433-6041 (TTY: 711) to get our provider directory mailed to you at no cost.



Questions about your health?

If you're not sure where to go for the care you need, call our 24/7 nurse advice line — they can help you!

1-866-433-6041 (TTY: 711)

Healthy Habits for a Happy Heart

Recognize heart health by incorporating simple and free methods to include some cardio in your daily routine. Enhance heart health without needing to go to the gym.

HIT UP SOME FREEBIE APPS.

Looking for a quick workout? Browse your phone's app shop for free apps that can add exercise to your day.

There are a lot of workouts that focus on specific areas of the body, including your arms, chest, back and legs. Or you can find ones that provide short workouts that fit your schedule.

JUMP AROUND.

Short on time and space? Get jumping, jack! Try doing 10 sets of jumping jacks and increase your reps by 10 each week to build up your strength. The average calories burned for 10 minutes of jumping jacks is more than 100 for a 150-pound person! Plus, there's the added bonus of lowered blood pressure, stronger muscles and reduced stress.

WALK IT OUT.

Take a stroll and enjoy nature. Too cold or not in a walkable area? Hit the mall, take advantage of the space to window shop and get your steps in. You can even "house walk" — which is the practice of walking around your home or marching in place.



GET IN THE GROOVE.

Turn up the tunes, and dance like no one is watching. Get creative and try different styles like hip-hop, swing or salsa. Different dance styles can help you use a variety of motions and engage multiple muscle groups. You'll not only get your heart pumping, but you'll burn calories and increase your energy too!

EVERY STEP COUNTS.

Can you tackle your to-do list by walking instead of driving to pick things up? If taking a leisurely walk isn't possible, you can still add other activities. Find a parking spot further away from where you're going. Switch it up and take the stairs. If you're using public transit, hop off one or two stops early and walk the extra distance.

Men Should Prioritize Mental Wellness

Strategies for men to support their mental health.

Acknowledging the significance of mental health is crucial for attaining true well-being. Men might encounter difficulties in giving precedence to their mental wellness. Fundamentally, taking care of your physical health has a substantial effect on your mental well-being. Here are recommendations for sustaining good mental health.

STAY CONNECTED. It's important to have a good social support group, whether that's your family or your friends. Look for people who are positive, have an open mind and are supportive.

ENGAGING IN A HOBBY. Participating in a hobby that you find enjoyable can greatly benefit your mental health. So, whether it's hiking, woodworking, cooking, sports, exercising, swimming, gardening, traveling, reading, or watching films, prioritize activities that bring you joy.

GET REGULAR EXERCISE. Multiple research studies show that getting 20 minutes of physical activity three times per week reduces the risk of depression and anxiety. This includes any form of exercise that increases your heart rate, such as walking running, hiking swimming, cycling or high-intensity interval training.

NOURISH YOUR BODY. Eat fresh, whole foods as much as possible. This includes lean protein, healthy fats, vegetables, fruit and whole grains. Limit alcohol, sugar, processed food and refined carbohydrates.

EXPLORE COUNSELING. Seek support to openly discuss emotions. A counselor offers guidance for coping with stress and navigating life's challenges. Know that getting help is a sign of strength, not weakness. Talking about your mental health is a way to take care of your body.



MAKE THE MOST OF YOUR MENTAL HEALTH RESOURCES.

If you need help finding a behavioral health provider, call Member Services at 1-866-433-6041 (TTY: 711).

National Alliance of Mental Illness (NAMI)*

- Phone -- 1-800-950-NAMI (6264)
- Text -- HelpLine to 62640
- Email -- helpline@nami.org

South Carolina Department of Mental Health's Mobile Crisis Team

- Phone -- 1-833-364-2274 [toll-free, 24/7]

National Suicide Prevention Lifeline

- Text -- 988
- <https://988lifeline.org/get-help/what-to-expect/>

Follow Up Appointments After Hospitalizations



There are numerous important reasons to visit your primary care provider (PCP) after visiting the emergency room (ER) or being discharged from the hospital. With a follow up they can:



MAKE ADDITIONAL ASSESSMENTS.

It is possible you need more tests after your hospital visit or to see other professionals for your care.



CHANGE YOUR SERVICES OR MEDICATIONS.

Your primary care provider can assess the necessity for new therapies or treatments to maintain your well-being at home. Medication adjustments may also be recommended. Your primary care provider will evaluate your medication to ensure its availability at the pharmacy. Additionally, you can address potential side effects and learn about the medication's expected outcomes.



GET ANSWER TO YOUR QUESTIONS TO AVOID MISUNDERSTANDINGS.

If you have questions after your hospital visit, you can ask your PCP at the follow-up appointment. It is also a good time to ask you PCP about any other health concerns.



It is not always necessary to see your PCP in the office for your follow-up appointment. Ask if your PCP's office offers telehealth visits. These are visits with your doctor that you can complete by video or phone. You can schedule a visit with your PCP from your mobile device at a time that is convenient for you.

Remember, follow-up appointments with your PCP can help keep you healthy and avoid another visit to the hospital or ER.



Contact your
case manager at
**Absolute Total
Care** or contact
member
services at
1-866-433-6041
(TTY: 711)



Innovative Housing Program Launched

“Understanding the issues that lead to housing distress, discovering available resources and maintaining consistent follow-up has been a journey.



Crystal Goodwin
Housing Coordinator

Striving to Make a Significant Difference in South Carolina

This sentiment drives the work of Crystal Goodwin, Absolute Total Care's pioneering Housing Specialist. She is dedicated to addressing the housing needs of members, a crucial factor for their overall well-being.



Notable strides have been made in housing assistance across South Carolina. In 2024, efforts resulted in successfully housing 22 individuals. This highlights the importance of targeted housing initiatives.

Members are referred to Goodwin by Absolute Total Care case managers as navigating housing authorities, application processes and necessary follow-ups can be daunting.

Her work involves collaborating with local organizations and government agencies to streamline the process for these members, advocating tirelessly on their behalf.

Goodwin's passion for her job is evident as she discusses the importance of stable housing in breaking the cycle of poverty and ensuring access to healthcare. She emphasizes that having a safe place to live is foundational to improving the overall quality of life, particularly for the most vulnerable populations.

Goodwin is honored to do this work, and proud of Absolute Total Care for developing a housing assistance benefit. "Members are grateful, even if housing hasn't been secured yet. They appreciate our efforts."



Contact your case manager at Absolute Total Care for housing assistance options or contact member services at 1-866-433-6041 (TTY: 711)



ABSOLUTE TOTAL CARE IS DEDICATED TO ADDRESSING THE HOUSING NEEDS OF ITS MEMBERS.

FOCUS ON MEDICAID MEMBERS. This program is primarily designed for individuals enrolled in the South Carolina Healthy Connections Medicaid program through Absolute Total Care.

HOUSING ASSISTANCE. The program helps members find suitable housing options, including assisting with applications and necessary paperwork.

CARE COORDINATION. A designated housing coordinator within Absolute Total Care works with members to assess their housing needs and connect them with appropriate resources.

POTENTIAL BENEFITS. This program can be particularly beneficial for individuals experiencing homelessness or at risk of housing instability.