

## Absolute Total Care Member Quick Reference Guide

### Primary Care Provider (PCP)

The best way to stay healthy is to get your regular preventive care from your PCP. Your PCP is a doctor you see on a regular basis. **PCPs want to see both adults and children regularly, not just when they are sick!** In addition, both children and adults should visit their PCP to receive shots needed to stay healthy. If you are a diabetic, remember that each year you need to visit your PCP to obtain a hemoglobin A1c, diabetic eye exam, and tests to monitor kidney function.

To learn about preventive care recommendations so you can ask your healthcare provider what screenings and exams may be right for you, please visit our website at [absolutetotalcare.com](http://absolutetotalcare.com).

### Be prepared for your PCP visit!

Don't forget to:

- Arrive on time
- Turn off cell phones, iPods, games, etc.
- Describe symptoms and complaints
- Take notes and ask questions
- Talk about your next steps
- Schedule yearly check-ups, or whenever possible, your next visit

Make sure you bring:

- Insurance cards and a photo ID
- A list of questions you may have
- Medical and shot records
- A list of medications including over-the-counter and dietary supplements

### Did you know?

**You have rights.** Your right as an Absolute Total Care member is to be treated with dignity and respect by Absolute Total Care staff, providers, and provider's staff. You also have the right to have your privacy protected. You have the right to change your provider without a reason, know about other providers who can treat you, and be told if your provider is no longer available. Go to [absolutetotalcare.com](http://absolutetotalcare.com) or see your Member Handbook for a complete list of your rights and responsibilities.

**Your privacy is important to us.** Absolute Total Care protects your health records. There is internal protection of oral, written, and electronic protected health information (PHI) across Absolute Total Care.

If you don't have a PCP or are having trouble finding one, we can help you find someone close to your home. Call Member Services at 1-866-433-6041 (TTY: 711), and one of our representatives will help you. You can also visit our website at [absolutetotalcare.com](http://absolutetotalcare.com).

**Absolute Total Care does not reward practitioners, providers or employees who perform utilization reviews, including those of the delegated entities for issuing denials of coverage or care.**

## **Wait Times**

Absolute Total Care wants you to have timely, appropriate care for all your healthcare needs. You should be able to get an appointment with your PCP for routine visits within four to six weeks, urgent visits within 48 hours, and emergency visits upon arrival. Office wait time for scheduled routine appointments should not exceed 45 minutes. For walk-in and non-urgent appointments, you should be seen if possible or scheduled for an appointment.

## **Language Assistance**

Need language assistance? Over-the-phone language interpreters are available 24 hours a day, seven days a week.

## **Utilization Management (UM) Department**

Do you have concerns whether or not a service is covered? The UM Department checks to see if the service is covered, is medically necessary and is received at the right place. For questions regarding services, please call Member Services at 1-866-433-6041 (TTY: 711).

## **Grievances and Appeals**

You have the right to file a complaint or appeal. If you are unhappy with Absolute Total Care services, you may file a grievance. If you get a denial letter, you may file an appeal within 60 calendar days. For information on how to submit an appeal or grievance, please call Member Services at 1-866-433-6041 (TTY: 711) or visit our website at [absolutetotalcare.com](http://absolutetotalcare.com).

## **New Technology**

Absolute Total Care reviews new medical treatments/decisions. Absolute Total Care has a group of doctors and staff that review new services, treatments, and drugs regularly.

## **Transportation**

Need a ride? South Carolina's Medicaid Transportation program provides non-emergency transportation for members. Please call Member Services for the reservation line where you live, or visit our website at [absolutetotalcare.com](http://absolutetotalcare.com).

## **Quality Improvement (QI) Department**

Do you know about Absolute Total Care's comprehensive QI Department? This department ensures that you get quality care and services. A copy of our Program Description and Annual Evaluation is available on our website at [absolutetotalcare.com](http://absolutetotalcare.com). Or, a copy can be mailed to you by calling Member Services at 1-866-433-6041 (TTY: 711).

## **Clinical Practice Guidelines**

Absolute Total Care adopts preventive and clinical practice guidelines. These guidelines are from nationally recognized organizations or government institutions. A copy of these guidelines can be downloaded from the Absolute Total Care website, [absolutetotalcare.com](http://absolutetotalcare.com).

## **24/7 Nurse Line**

You can talk to a nurse 24 hours a day, seven days a week. Absolute Total Care's nurse advice line is a free health information line that can answer your questions. To speak to a registered nurse, call Member Services at 1-866-433-6041 (TTY: 711) and say "Nurse".

## **Care Management**

Absolute Total Care has a Care Management Program. Absolute Total Care has Care Managers who can work with you and your PCP to assist you with community resources and provide support for your condition. To be assigned a Care Manager, please contact Member Services at 1-866-433-6041 (TTY: 711).

## **Disease Management**

Absolute Total Care has Disease Management programs. These programs are designed to provide education and resources to assist you in better managing conditions like diabetes, asthma, chronic obstructive pulmonary disease (COPD), heart failure, and high blood pressure.

## **Start Smart for Your Baby®**

Are you pregnant? Absolute Total Care cares about the health of you and your baby. Start Smart for Your Baby is a program for you! To enroll and get more information, call Member Services at 1-866-433-6041 or visit the website [startsmartforyourbaby.com](http://startsmartforyourbaby.com).

## **Behavioral Health**

Do you feel stressed? Are you trying to stop drinking or using drugs? Absolute Total Care or your PCP can refer you to a behavioral health specialist. Call Member Services at 1-866-433-6041 (TTY: 711) for more information.

## **Member Portal**

Absolute Total Care has a secure member portal. At [absolutetotalcare.com](http://absolutetotalcare.com), you can create a free, personal account to access your health information online 24 hours a day, seven days a week. You can also send secure messages to Member Services. Sign up today!

## **Member Handbook**

A copy of your Absolute Total Care Member Handbook can be found online at [absolutetotalcare.com](http://absolutetotalcare.com). Or, you can call Absolute Total Care Member Services at 1-866-433-6041 (TTY: 711) and request for a copy to be mailed to you.

## Notice of Non-Discrimination

Absolute Total Care (ATC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATC provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact our Manager of Member Services, by mail at: 100 Center Point Circle, Columbia, SC 29210; by phone at: 1-866-433-6041 (TTY: 711); or by email at: [ATC.MBR SVC@centene.com](mailto:ATC.MBR SVC@centene.com).

If you believe that ATC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance using the contact information provided above. You can file a grievance in person or by mail or email. If you need help filing a grievance, we are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by phone at: 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Language Services

If your primary language is not English, language assistance services are available to you, free of charge. Call: 1-866-433-6041 (TTY: 711).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-433-6041 (TTY: 711).

إذا كانت لغتك الأساسية غير اللغة الإنكليزية فإن خدمات المساعدات اللغوية متوفرة لك مجاناً. اتصل على الرقم:  
1-866-433-6041 (رقم هاتف الصم والبكم 711)

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-433-6041 (TTY: 711).

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-433-6041 (телетайп: 711).

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-433-6041 (TTY: 711).

Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame 1-866-433-6041 (TTY: 711)

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-866-433-6041 (TTY: 711)

Falam tawng thiam tu na si le tawng let nak asi mi 1-866-433-6041 (TTY: 711) ah tang ka pek tul lo in na ko thei.

धयदु आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह । 1-866-433-6041 (TTY: 711) पर कॉल कर ।

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-433-6041 (TTY: 711)번으로 전화해 주십시오.

Haka tawng thiam tu na si le tawng let asi mi 1-866-433-6041 (TTY: 711) ah tang ka pek tul lo in ko thei.

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-433-6041 (ATS: 711).

နမူကတိ ကညိ ကျိအလိ, နမူနာ ကျိအတိမၤစၢၤလၢ တလၢ်ဘျၢ်လၢ်စ့ၤ နီတံၤဘၢ်သ့န့ၢ်လီၤ. ကိး  
866-433-6041 (TTY: 711)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-866-433-6041 (መስማት ለተሳናቸው፡ 711)።

အကယ်၍ သင်သည် မြန်မာစကားကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ၎င်းအတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-866-433-6041 (TTY: 711) သို့ ခေါ်ဆိုပါ။