

ABSOLUTE TOTAL CARE



# HEALTHY**moves**

2012-2013 | [www.absolutetotalcare.com](http://www.absolutetotalcare.com)

## Don't Forget

### NEED A RIDE TO YOUR DOCTOR?

Call **1-888-549-0820**.

Call at least three to five business days before your appointment to make sure we have transportation available.

### LEARN MORE ONLINE:

Get more tips about health from our online health library and read about your plan benefits at **[www.absolutetotalcare.com](http://www.absolutetotalcare.com)**. Learn about:

- CentAccount® Rewards Program
- Start Smart for Your Baby® Program
- Grievances and Appeals
- Preferred Drug List



## We Care About Quality

**A**bsolute Total Care wants to improve the health of all members like you. To help us do this, we have a Quality Improvement Program (QI Program). The QI Program is run by the Absolute Total Care Medical Director, the Quality

Improvement Director and the Quality Improvement Committee.

This program looks at the quality and safety of our services. We review the care we give to members. This includes medical, behavioral health and vision care. It also includes

services like these:

- ➔ Preventive care
- ➔ Emergency care
- ➔ Primary care
- ➔ Specialty care
- ➔ Acute care
- ➔ Short-term care
- ➔ Ancillary services

Learn more and see how we're doing. Call **1-866-433-6041** to ask for a paper copy of the program's work.

**ABSOLUTE TOTAL CARE**  
1441 Main Street, Suite 900  
Columbia, SC 29201

1-866-433-6041  
Fax: 1-866-912-3608  
TDD/TTY: 1-866-912-3609

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## QUICK TIP:

A **PDL (preferred drug list)** is a list of medications that are covered by your plan. Covered medication will cost you less money. You can review your PDL at **www.absolutetotalcare.com**. Call Member Services at **1-866-433-6041 (TTY 1-866-912-3609)** if you have questions about which medications are covered.

## We Are Here To Help You

Member Services can help you with many things. Just call Member Services at **1-866-433-6041 (TTY 1-866-912-3609)** if you need:

- A paper copy of anything on our website, **www.absolutetotalcare.com**.
- A paper copy of your Member Handbook.
- Help making health appointments.

Get more tips about health and your plan at **www.absolutetotalcare.com**.

## Know Your Benefits

**G**et the most of your health plan. Learn what you get as a member of this plan. Visit our website or check your Member Handbook for information. Here's some of what you can find in your Member Handbook and at our website, **www.absolutetotalcare.com**:

- Important numbers to remember
- Getting pregnancy care and services just for women
- Special services—who to call if you need help
- How to get emergency care and other medical services
- How to send us a complaint
- How to start an appeal
- Rights and responsibilities
- Who to call if you need interpreter services

If you have questions or need a copy of your Handbook, call Member Services at **1-866-433-6041**.





## You Have Rights and Responsibilities

**A**s a member, there are things you can expect from your plan. There are also things the plan expects from you. These are called rights and responsibilities. They cover your treatment, privacy and access to information.

We list some of your rights here. There are more. Read the complete list of member rights and responsibilities in your Member Handbook.

**Your rights include, but are not limited to:**

- Receiving all services that we must provide.

- Being treated with respect, and with your dignity and privacy in mind.
- Knowing that your medical record information will be kept private.
- Being able to ask for and get a copy of your medical record, and being able to ask that the record be changed/corrected if needed.
- Being able to file an appeal, a grievance (complaint) or state hearing.

**Some of your responsibilities include:**

- Asking questions if you don't understand your rights.
- Keeping your scheduled appointments.
- Having your ID card with you at your appointments.
- Always getting in touch with your primary care physician (PCP) first if you have a medical need that isn't an emergency.
- Telling your PCP if you had care in an emergency room.



Check your Member Handbook or visit [www.absolutetotalcare.com](http://www.absolutetotalcare.com) for the complete list of rights and responsibilities. Call Member Services at **1-866-433-6041 (TTY 1-866-912-3609)** if you need a paper copy of the Member Handbook.



## Looking Forward

Have you ever heard the term “preventive care”? This is the type of care that helps you stay well into the future.

Vaccines. Cancer screenings. Blood pressure checks. These are all types of “preventive care.” They help you and your doctor stay ahead of big health problems.

Have a visit with your doctor at least once a year. Your doctor will tell you if you are due for preventive care. You can also check our website or your Member Handbook for the recommended schedule. Go to [www.absolutetotalcare.com](http://www.absolutetotalcare.com) and look under Health Guidelines.



## What Is the EPSDT Program?

**E**PSDT stands for Early and Periodic, Screening, Diagnostic and Treatment. This is a program that helps prevent illness. This program is offered to kids, teens and young adults through the month of their 21st birthday. Young people need to see their doctor, even when they are not sick. Regular

checkups with your child's doctor can help to keep your child safe and healthy. An EPSDT visit includes:

- ➔ A full record of health
- ➔ Physical exam
- ➔ Immunizations
- ➔ Blood lead test
- ➔ Eye exam
- ➔ Dental assessment
- ➔ Hearing test
- ➔ Health education



# “Why Do I Need a Flu Shot Every Year?”

**E**verybody 6 months and older should get the flu shot every year. A flu shot is needed every year because there may be new flu viruses each year. It is a smart way to help you, your family and your community stay healthy.

It's very important for these people to get a flu vaccine:

- Adults 50 and older
- Adults with chronic conditions like asthma or heart disease
- Pregnant women
- People who live in or work at a nursing home

Do you need help? Do you have questions about the flu shot? We can help. Call Member Services at **1-866-433-6041**.

## Do You Have Asthma? Ask Your Doctor 3 Questions

It is important to work with your doctor if you want to take care of your asthma. Visit your doctor to review your medications, your inhaler and your lifestyle. Ask your doctor:

1. Is my asthma under control?
2. Do I need a new or different medication to help my asthma?
3. Am I using my inhaler the right way?







## Health Technology

Absolute Total Care has a team that watches for the most up-to-date medical care. This may include new medicine, tests, surgeries or other treatment options.

The team checks to make sure the new treatments are safe. We will tell you and your doctor about new services that may be covered under the Absolute Total Care benefit.



## Got Diabetes? Take These Tests

**I**f you have diabetes, you should see your doctor every 3 to 6 months. You also need to schedule these tests:

- **The HbA1c test** shows how well you have controlled your blood sugar over the past few months. Aim for a result of 7% or less, and get this test at least once a year.
- **A cholesterol test** measures the “bad” fats and “good” fats in your blood. The bad fats can cause heart disease. The good fats help prevent it. You need to get this test at least once a year.

- **A urine screening** makes sure your kidneys are working well. Diabetes can lead to kidney failure. Get this test at least once per year.
- **A vision test** checks for signs of eye diseases caused by diabetes. Check with your doctor to see if you need this test every year.
- **A foot exam** will check for redness, blisters or other marks. Diabetes can cause poor circulation and dry skin that can turn into cracks and ulcers. Make sure your doctor checks your feet at every visit.

# Keep Your Cholesterol Down

**W**hat's one of the best ways to take care of your heart? Watch your cholesterol numbers. Get a cholesterol blood test once a year. The cholesterol blood test measures your LDL cholesterol ("the bad"), HDL cholesterol ("the good"), and total cholesterol.

If your doctor tells you that your numbers are too high, you can help lower your results. Follow these three tips to help your heart:

- 1** Follow your doctor's advice. This might include medicine.
- 2** Eat a healthy diet. That means cutting down on saturated fats and salt. Eat lots of veggies and fruits. Eat foods with lots of fiber, like apples, oatmeal, brown rice, tomatoes, beans and spinach.
- 3** Exercise a few times a week. Ask your doctor for ideas to get started.



## Blood Pressure POINTERS

Checkups with your doctor are the first step to fighting high blood pressure. Here are some other ways to keep your pressure down.

- ➔ Take your prescription medication, even if you feel fine.
- ➔ Quit smoking. It's not good for anyone. But it's worse if you suffer from high blood pressure.
- ➔ Don't drink alcohol. It can increase your blood pressure. It can also affect how your medicine works.
- ➔ Eat healthy food that is low in salt. Look for low-sodium options when shopping for groceries.



## You Told Us What You Thought

We asked you what you thought about the care you receive from our plan. We used the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to find out. We wanted to see how satisfied you were with our health plan. Thanks for your answers! We are using them to help us plan how to improve.

### CAHPS MEASURES 2012 MEMBER SATISFACTION SURVEY—CAHPS

#### CHILD CAHPS SURVEY RESULTS:

|                                | Result | NCQA<br>Percentile |
|--------------------------------|--------|--------------------|
| Health Promotion and Education | 69.0%  | 90th               |
| Rating of Health Care          | 86.4%  | 75th               |

#### ADULT CAHPS SURVEY RESULTS:

|                                | Result | NCQA<br>Percentile |
|--------------------------------|--------|--------------------|
| Health Promotion and Education | 65.5%  | 90th               |
| Rating of Personal Doctor      | 76.3%  | 75th               |



## Women, Take Care

**L**ife gets busy, but it's good to make time for yourself. Eat well, exercise and visit your doctor. Ask your doctor about these important screenings:

- ➔ Pap smears check for cervical cancer. Most women over 21 need this test every three years.
- ➔ Mammograms are X-rays that can help find breast cancer early. Most women over 40 need to have one every two years.

Absolute Total Care checks how we are doing with these two screenings. The chart below shows what portion of our members have gotten the tests.

| SCREENINGS      | ABSOLUTE<br>TOTAL CARE 2011 | NCQA<br>PERCENTILE* |
|-----------------|-----------------------------|---------------------|
| Breast cancer   | 45.09%                      | 10th                |
| Cervical cancer | 53.70%                      | <10th               |

\*The National HEDIS average is the average of all health plans that report HEDIS results nationwide.

These are two measures we are working hard to improve. If you need help scheduling your mammogram, please call us at **1-866-433-6041**.

Call us if you need a paper copy of anything in this newsletter or on our website. Call Member Services at **1-866-433-6041**, TDD/TTY Hearing Impaired **1-866-912-3609**.



# When to Expect Care

**A**bsolute Total Care wants you to have the right care at the right time. So we work with providers to set standards for how long you have to wait for care. We have guidelines for how long you wait for an appointment and how long you sit in the waiting room.

## Are you scheduling an appointment?

You should be able to see your primary care doctor:

- Within four to six weeks if you are having a routine visit.
- Within 48 hours if it's a non-urgent sick visit.
- Right away if it's an urgent visit.

## Are you waiting at the doctor's office?

Your primary care doctor should follow these standards:

- Scheduled appointment wait times should not go over 45 minutes.
- Walk-in patients with non-urgent needs should be seen or scheduled for an appointment.
- Walk-in patients with urgent needs should be seen immediately.

## Find the Right Doctor For You

Absolute Total Care can help you find a doctor or hospital near you. Visit [www.absolutetotalcare.com](http://www.absolutetotalcare.com) and look for the "Find a Provider" tab at the top of the page. When you click on it, you can search for doctors or hospitals in your area. You can also call us at **1-866-433-6041** for help with finding a doctor or hospital.



## REVIEWING OUR CARE



Absolute Total care regularly looks at the quality of care you receive using rates in the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS rates are put together like a report card to help health plans determine how well they are serving their members. They can also help a member choose which plan might be best for them.

More than 90 percent of managed healthcare plans use HEDIS rates to determine quality of care. Many health issues such as asthma, high blood pressure and diabetes are looked at using HEDIS. These rates are from the National Committee for Quality Assurance (NCQA). NCQA is a group that works to improve quality in the healthcare system.

We are working on improving our HEDIS scores, and you may be receiving information and/or phone calls encouraging you to participate in your preventive care. If you have questions about these rates or would like a complete description of Absolute Total Care's Quality Improvement Program, contact member Services at **1-866-433-6041 (TTY 1-866-912-3609)**.

## HEDIS Measures for 2012

|  | RESULT | NCQA PERCENTILE |
|--|--------|-----------------|
| <b>EFFECTIVENESS OF CARE—PREVENTION AND SCREENING:</b> |        |                 |
| HIB vaccine  | 88.66% | 90th            |
| <b>EFFECTIVENESS OF CARE—RESPIRATORY:</b>              |        |                 |
| Testing for Pharyngitis in Children                    | 72.06% | 50th            |
| Avoidance of antibiotics in Adults                     | 26.26% | 75th            |
| <b>EFFECTIVENESS OF CARE—DIABETES:</b>                 |        |                 |
| Medical Attention for Nephropathy                      | 79.27% | 50th            |
| <b>EFFECTIVENESS OF CARE—BEHAVIORAL HEALTH:</b>        |        |                 |
| Follow-up Care for Children with ADHD                  |        |                 |
| Continuation and Maintenance Phase                     | 53.52% | 75th            |
| <b>EFFECTIVENESS OF CARE—MEDICATION MONITORING:</b>    |        |                 |
| Ace Inhibitors   | 89.02% | 75th            |
| <b>ACCESS AND AVAILABILITY OF CARE:</b>                |        |                 |
| Children 12–24 months                                  | 97.90% | 75th            |
| Timeliness of Prenatal Care                            | 90.89% | 75th            |





**Dear doctor,  
How do I know if I  
have a cold or flu?  
And what can I do  
to feel better?**

It's not always easy to know. Both are respiratory illnesses. They have similar symptoms.

If it's a cold, you probably don't have a fever or a headache. Colds often mean a stuffy nose, sore throat and cough.

The flu usually comes with a fever that lasts three or four days. You may feel strong aches and pains, along with weakness that lasts up to three weeks.

The recommended steps for getting well are pretty much the same for both: Rest and drink fluids. Antibiotics won't cure illnesses caused by viruses, so they won't help.

## Watch for Lead

**Y**ou look for ways to protect your children. You warn them about crossing the street and tell them to stay away from strangers. What about lead? Lead is dangerous to kids, but it's hard to spot.

Lead was once used in paint and plumbing pipes. It's still found in certain pottery, toys and makeup. Home health remedies like the orange

powder called "greta" may also cause lead poisoning.

If your kids swallow lead dust, they can become very ill. It affects how they grow and learn.

→ A blood test is the only way to find lead poisoning. Ask your doctor about getting tested if you have kids under age 6. To get your house tested for lead, call **1-800-424-LEAD.**



# For Your Family

Every child needs regular checkups. These checkups are also called “EPSDT” or “well-child visits.” They are a good time for the doctor to see how your kids are growing. These visits are recommended at the following ages:

| INFANCY: | EARLY CHILDHOOD: | LATE CHILDHOOD & ADOLESCENCE:   |
|----------|------------------|---|
| Birth    | 15 months        | 5 years   |
| 3-5 days | 18 months        | 6 years   |
| 1 month  | 24 months        | Ages 7 and up through the month of the child’s 21st birthday—every year |
| 2 months | 30 months        |   |
| 4 months | 3 years          |   |
| 6 months | 4 years          |   |
| 9 months |                  |   |
| 1 year   |                  |   |

Plus, your kids may be due for vaccines. Vaccines and immunizations are shots that help protect against serious diseases. Look below to see which shots your child might need. Then, talk to your doctor about setting the right schedule for your kids’ shots. (And don’t forget that older kids and teens need their vaccines, too!)

| BIRTH THROUGH 23 MONTHS:  | 2 THROUGH 6 YEARS:   | 7 THROUGH 12 YEARS:  | 13 THROUGH 18 YEARS:  |
|---|--|--|---|
| <ul style="list-style-type: none"> <li>→Hepatitis B</li> <li>→Rotavirus</li> <li>→Diphtheria</li> <li>→Tetanus</li> <li>→Pertussis</li> <li>→<i>Haemophilus influenza</i> type B</li> <li>→Pneumococcal</li> <li>→Inactivated Poliovirus</li> <li>→Influenza</li> <li>→Measles</li> <li>→Mumps</li> <li>→Rubella</li> <li>→Varicella</li> <li>→Hepatitis A</li> </ul> | <ul style="list-style-type: none"> <li>→Diphtheria</li> <li>→Tetanus</li> <li>→Pertussis</li> <li>→Pneumococcal</li> <li>→Hepatitis A</li> <li>→Meningococcal</li> <li>→Influenza</li> </ul> | <ul style="list-style-type: none"> <li>→Meningococcal</li> <li>→Influenza</li> <li>→Pneumococcal</li> <li>→Hepatitis A</li> <li>→Human Papillomavirus</li> </ul> | <ul style="list-style-type: none"> <li>→Influenza</li> <li>→Pneumococcal</li> <li>→Hepatitis A</li> </ul> |



# You Have the Right to Appeal

**W**e will write you and your doctor if we deny, reduce or stop certain services. You have the right to review the choice. You can also tell us if you disagree with the decision.

You will get a letter that describes our choice. This letter will explain how you can tell us if you are unhappy with the choice. This is called “appealing” the decision. If you choose to appeal, you will not be treated unfairly.



## How We Make Decisions About Care

“Utilization management” is how we make decisions about paying for care and services. Choices are made based on:

- ➔ What is covered
- ➔ If the service is needed
- ➔ If the service works well
- ➔ If the service is right for you

We use information from many doctors to make these decisions. We do not reward doctors or staff for saying no to care.

## How to Reach Us

Do you have questions about care decisions or coverage? Call **1-866-433-6041**. If you have trouble hearing, call TDD/TTY **1-866-912-3609**. For help in your language, call **1-866-433-6041**.





## Are You Ready To Quit?

Quitting smoking is the best thing you can do for your health. But it's hard to do.

If you are ready to put down your cigarettes, talk with your doctor. There are many things that may help you, including medicine.

Also, stay away from people who smoke. Go for a walk or wash your hands when you crave a cigarette. Try chewing gum or snacking on carrots to keep your mouth busy.

And think about all the good things about quitting. You will feel better. You will spend less money. (You'll even smell better!)

If you need help quitting, call **1-800-293-0056**. Information will be provided to help you get started.

## 5 Ways to Care for Your Teeth

**W**hat does the health of your mouth have to do with the health of your body? A lot. Healthy teeth and gums are good for your whole body. Do your part to help keep your teeth and gums healthy. Follow these tips:

- 1 Brush twice a day with fluoride toothpaste.
- 2 Floss at least once a day.
- 3 Limit sugar-filled snacks and drinks to help avoid cavities.
- 4 Visit your dentist once a year.
- 5 Change your toothbrush every 3 months.

When you visit the dentist, your teeth will be cleaned and examined. The dentist will also show you how to take care of your teeth.







## What Can Our Case Management Do for You?

Learn how we can help you live healthier.

**O**ur case management team can lend a hand if you are living with a long-term, difficult illness like asthma or diabetes. The team is made up of nurses and social workers. They can help you understand your options. And help you get the right care.

Use case management to:

- Help you find doctors and other providers, including mental health doctors and specialists.
- Help you get services that are covered by your plan, such as medical equipment or home health.
- Work with your doctor to help you stay healthy.
- Show you resources in your community.

As a covered member, you are eligible for case management. If you are interested, you or your doctor may refer for it. Just call **1-866-433-6041**. TTY users can call **1-866-912-3609**.

## Plan Ahead With Advance Directives

Advance Directives are a way for you to plan ahead. They are legal forms that can help you get the care you want if you're unable to speak. You don't need a lawyer to create them. Your doctor can even help you.

There are two types:

- **A living will.** This is the document that lets you say what medical care you want at the end of your life.
- **A medical power of attorney.** This lets you decide who can make healthcare decisions on your behalf if you can't.

# Your Info Is Safe

Your medical details are called "protected health information." We keep it safe for you.

We follow state laws to keep your info private.

We also follow the Health Insurance Portability and

Accountability Act of 1996 (HIPAA).

Read the complete privacy notice in your member

handbook or on

our website, at **www.**

**absolutetotalcare.com.**



## CLEAR YOUR MIND

Do you feel angry a lot? Or maybe you feel stressed out? Do you turn to drugs or alcohol to feel better? Do you hurt your family?

If you answered "yes" to these questions, it's time to ask for help. Talk with your doctor or health plan.

Call Member Services at **1-866-433-6041**. There are lots of healthy ways to feel better. Asking for help is the strong, smart way to go.



### Go Online for More Info

Make the most of your health plan. Visit our website to learn more about your benefits and how we can help you. Go to **www.absolutetotalcare.com.**

ABSOLUTE TOTAL CARE



MEMBER SERVICES  
SERVICIOS A LOS MIEMBROS  
**1-866-433-6041**

HEALTHY  
CONNECTIONS  
**1-877-552-4642**

South Carolina  
**HealthyConnections**

