



## Helpful Guide to the Find a Provider Directory

The summary below gives a little more information about what you are looking at on our website when you use the *Find a Provider* directory to select your primary doctor, specialist or dentist, or find a clinic, laboratory, hospital, or pharmacy in the Absolute Total Care network.

### Name and Phone Number

Absolute Total Care practitioners, facilities, and providers are the source of information and are responsible for informing Absolute Total Care if anything changes. Changes include their name or phone number. Before their information becomes part of the directory, we check to make sure everything is correct. Then, we check again each year.

### Medical Group Affiliation and Location

If the practitioner or provider is part of a medical group or a clinic, that name will be on the first line, followed by the street address. Absolute Total Care practitioners and providers are the source of information and are responsible for informing Absolute Total Care if anything changes. Changes include their medical group or office location. Before their information becomes part of the directory, we check to make sure everything is correct. Then, we check again each year.

### Practice Details

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**Hours:** Hours and days of the week that the practice is open. If the practice does not have set hours, this section will say, "Contact provider for appointment".

**County:** Name of the South Carolina county where the practice is located.

**Accessible to People with Disabilities:** If "Yes," clicking the O symbol will show how the location meets ADA standards. To be in the Absolute Total Care network, all locations must be accessible.



## Patient Types

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**Accepting New Patients:** “Yes” means the provider welcomes new patients to their practice. “No” means that the practice is full and the provider does not have any room in their schedule for a new patient.

**Age Limitations:** 0-99 means all ages are welcome. If the range is less, the practice has limited the age of patients that can be seen. For example, a pediatrician sees patients age 0 (youngest) to age 21 (oldest).

**Gender Limitation:** None means that everyone is welcome. If services are limited to a specific gender, it will show male or female.

## Provider Details

Absolute Total Care practitioners, facilities, and providers are the source of information and are responsible for informing Absolute Total Care if anything changes. Before their information becomes part of the directory, we check to make sure everything is correct. Then, we check again each year.

**Education:** Coming soon, you will be able to view your doctor’s education history on the Find a Provider webpage.

**Network:** Informs if the provider is included in your plan.

**Gender:** Informs if the provider is male or female.

**Specialties:** This depends on the type of provider.

- **Ancillary:** These services support the work of your primary doctor. Specialties include laboratories, durable medical equipment and supplies, home health, hospice care, or skilled nursing facility.
- **Behavioral Health:** Providers include Case Managers, counselors, nurses, social workers, psychologists, and psychiatrists who specialize in identification and treatment of behavioral and developmental disorders and mental health issues.
  - **Board Status:** All Absolute Total Care psychologists are licensed but are not required to be board certified. You may check board certification status of a specific psychologist on the American Board of Professional Psychology website at <https://www.asbpp.org>. Psychiatrists in the Absolute Total Care network are licensed but are not required to be board certified. You may check board certification status of a



specific psychiatrist on the American Board of Psychiatry and Neurology website at [www.abpn.com/check-physician-status](http://www.abpn.com/check-physician-status).

- **Clinic:** Specialties include urgent care, emergency care, imaging and x-ray, rehabilitation, sleep disorders, and surgery. Federally qualified health centers and rural health clinics are also in this category.
- **Dental:** These oral health providers may specialize in straightening teeth (orthodontia), root canals (endodontics), treating gum disease (periodontics), and tooth replacement (prosthodontics). Some specialize in treating children (pediatric) or cleaning (dental hygienist).
  - **Board Status:** You may check the American Board of General Dentistry website at [www.abgd.org](http://www.abgd.org) for board certification status for a specific dentist.
- **Hospital:** The Absolute Total Care network includes hospitals where members can receive medical and surgical care and specialized treatment. Specialties include general acute care, critical access, rural, rehabilitation, and specialized.
- **Pharmacy:** Specialties for pharmacies in network include locations in your community that might be part of a store, as well as pharmacies that will mail your prescription to your home.
  - **E Prescribe:** This will show “Yes” if the pharmacy can accept prescriptions sent electronically from your provider.
- **Primary Medical Providers (PMP):** Nurse practitioners and doctors with a specific focus and specialized training such as family medicine, general practice, gynecology, and pediatrics who will be your primary doctor. Their specialty is listed along with board certification status and expiration date.
  - **Board Status:** Board certification is specific to nurse practitioners and doctors who have additional medical training and skill in a certain area. Absolute Total Care checks board certification when they join our network and checks again before the **Expiration Date**. For more information about a doctor’s board certification, visit the website for the American Board of Medical Specialties at <http://www.abms.org/verify-certification/> or the American Osteopathic Association at <https://certification.osteopathic.org/>. Information on board status for a nurse practitioner is available on the American Academy of Nurse Practitioners Certification Board website at [www.aanpcert.org](http://www.aanpcert.org).
- **Specialist:** Medical specialists are nurse practitioners and doctors who have completed advanced education and clinical training in a specific area of medicine. Examples include cardiology (heart), nephrology (kidneys), oncology (tumors), and podiatry (foot and ankle). Absolute Total Care verifies all of the schools and hospitals where the provider has been trained before they are allowed to join the network. Then, we check again every three years.
  - **Board Status:** Information on board certification for a specific specialist can be searched by going to the American Board of Medical Specialties website at <http://www.abms.org/verify-certification/>.



**Hospital Affiliations:** Shows hospitals where the provider or practitioner can send their patients. Dentists and many behavioral health providers are generally not affiliated with a hospital, so this section may say, "None."

**Additional Languages:** Shows if the provider, practitioner, or their staff can communicate in a language other than English.

**National Provider Identifier:** The unique, 10-digit number assigned to identify a healthcare provider.

**Patient Centered Medical Home:** Means that the provider and the practice provide care focused on the patient, coordinated by a healthcare team.

**Facility Accreditation:** Facilities are hospitals, freestanding outpatient surgery centers, home health agencies, and laboratories. To be accredited means the care and services provided have been reviewed and meet strict quality and safety standards. Absolute Total Care requires all facilities to submit proof from the accrediting organization of their status, which is verified again at least every three years.