

Absolute Total Care® (ATC) Member Quick Reference Guide

The best way to stay healthy is to get your regular preventive care from your primary care provider (PCP). Your PCP is your medical home. All children need to see their PCP regularly even when they are not sick! In addition, both children and adults need shots to stay healthy. If you are a diabetic, remember that each year you need to obtain a hemoglobin A1c, diabetic eye exam and tests to monitor kidney function.

Please go to absolutetotalcare.com to learn about preventive care recommendations, in order to ask your healthcare provider what screenings and exams may be right for you.

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 photo ID
- A list of questions
- 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 ATC member is to be treated with dignity and respect by ATC staff, practitioners, providers and their 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 or your Member Handbook. It is a valuable resource and lists all of your rights and responsibilities.

Your privacy is important to us. ATC protects your health records. There is internal protection of oral, written and electronic Protected Health Information (PHI) across ATC.

ATC 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 4 weeks; urgent visits within 48 hours; and emergency visits upon arrival. Office wait time for scheduled routine appointments is not to exceed 45 minutes. For walk-in and non-urgent appointments, you should be seen if possible or scheduled for an

appointment. If you don't have a PCP or have trouble finding one, ATC can help you find a PCP close to your home. Call Member Services at 1-866-433-6041 and one of our representatives will help you.

Need language assistance? Over the phone language interpreters are available 24/7.

Do you have concerns whether or not a service is covered? The Utilization Management department (UM) 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.

ATC does not reward or pay its network providers or employees to deny services.

Complaints and Appeals: If you are unhappy with ATC services you may file a grievance. If you get a denial letter, you may file an appeal within 90 calendar days. For information on how to submit an appeal or grievance, please call Member Services at 1-866-433-6041 or visit our website at absolutetotalcare.com/for-members/members/.

New Medical Treatments/Decisions: ATC has a group of doctors and staff that review new services, treatments and drugs regularly.

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/for-members/health-services/need-a-ride/.

Do you know about ATC's comprehensive Quality Improvement 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. Or, a copy can be mailed to you by calling Member Services at 1-866-433-6041.

ATC 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 ATC website.

You can talk to a nurse 24-hours a day, every day of the year. NurseWise® is a free health information line to answer your questions. Call Member Services at 1-866-433-6041 and choose option seven. You may also want to visit our online **Health Library** – there are over 4,000 health fact sheets, podcasts and videos. Find our Health Library at absolutetotalcare.com/for-members/health-library/.

ATC has a Case Management program: ATC has case managers who can work with you and your PCP to assist you with community resources to provide support for your condition. To be assigned a case manager, please contact Member Services at 1-866-433-6041.

ATC has Disease Management programs: These programs are designed to provide education and resources to assist you in better managing such conditions as diabetes, asthma, COPD, heart failure and high blood pressure.

Are you pregnant? ATC 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.

Do you feel stressed? Are you trying to stop drinking or using drugs? You or your PCP can refer you to a behavioral health specialist at Cenpatico. To be connected with Cenpatico, please call 1-866-534-5976.

ATC has a secure Member Portal: At absolutetotalcare.com, you can create a free personal account to access your health information online 24/7. You can also send secure messages to ATC Member Services. Sign up today!

A copy of your ATC Member Handbook can be found online at absolutetotalcare.com/for-members/members/.

Or, you can call ATC Member Services at 1-866-433-6041 and request for a copy to be mailed to you. For the hearing impaired, please call TTY 711.