



2021 MEMBER HANDBOOK CHANGE CONTROL RECORD

Date	Section	Page(s)	Change
4/17/19	Prior Authorization	27	Changed extension time to “up to 14 calendar days”
4/29/19	Benefit Information	18	Changed copay of Infusion Centers to \$0
4/29/19	Benefit Information	19	Changed limits of Maternity Services to “None”
5/9/19	Introduction	1	Changed “call our Member Services Department” to “call Member Services”
5/9/19	Notice	7	Changed “call Absolute Total Care’s Member Services line” to “call Member Services”
5/9/19	If You Are Hearing, Speech, or Sight Impaired	8	Removed “Let us know.”
5/9/19	Your Member Identification (ID) Card	9	Changed “Primary Care Provider” to “PCP,” Added “Billing” to “Absolute Total Care Address” for clarification
5/9/19	Website Resources	10	Changed “get the” to “find”
5/9/19	Member Portal	10	Changed “Primary Care Provider” to “PCP”
5/9/19	Nurse Advice Line	11	Changed “a” to “our,” Added TTY number
5/9/19	Major Life Changes	12	Added “a” to “child moved out”
5/9/19	Primary Care Provider	12	Added “(PCP)” to header
5/9/19	What Your PCP Will Do For You	12	Changed “primary care provider” to “PCP,” spelled out EPSDT
5/9/19	Choosing Your PCP	13	Added TTY number
5/9/19	Changing Your PCP	14	Added TTY number
5/9/19	Scheduling/Appointment Waiting Times	15	Added TTY number
5/9/19	Services Covered and Not Covered by Absolute Total Care	16	Added TTY number, Spelled out “and,” “one,” “six,” “three,” “seven,” and “PDL,” Fixed spelling of Type 2 diabetics
5/9/19	Behavioral Health	21	Added TTY number
5/9/19	Second Opinions	23	Added TTY number

5/9/19	Member Billing	24	Removed "you have agreed to the following"
5/9/19	If You Are Billed	24	Added TTY number
5/9/19	Quality Improvement	25	Added TTY number
5/9/19	Prior Authorization	26	Removed "or", Added TTY number
5/9/19	Pharmacy	27	Added TTY number, Changed "Preferred Drug List" to "PDL," Changed "call our Member Services Department" to "call Member Services"
5/9/19	Transportation	29	Changed "The Member Services department" to "Member Services"
5/9/19	My Health Pays	30	Removed CentAccount text and added new text to reflect new rewards program
5/9/19	Start Smart for Your Baby	31	Added "(Start Smart)" after header, Referenced program as "Start Smart" in paragraph, Removed CentAccount information
5/9/19	Premature Delivery	31	Added TTY number
5/9/19	MemberConnections	32	Added TTY number, Changed "primary care provider" to "PCP"
5/9/19	Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Well-Child Visits	33	Spelled out EPSDT upon first use, Added TTY number, Changed "following ages" to "ages listed below"
5/9/19	Care Management	35	Added TTY number
5/9/19	Asthma	35	Added TTY number
5/9/19	High-Risk Pregnancy	36	Added TTY number
5/9/19	Lead Case Management	36	Added TTY Number
5/9/19	Wellness and Disease Prevention	37	Spelled out "and," Changed "preventative" to "preventive"
5/9/19	HIV Testing and Counseling	38	Changed "have" to "receive"
5/9/19	Vaccines and Immunizations	39	Spelled out "and," Added TTY number
5/9/19	When You Are Pregnant	40	Changed "Start Smart for Your Baby" to "Start Smart," Added TTY number
5/9/19	Urgent Care – After Hours	41	Added TTY number
5/9/19	Emergency Care	42	Added TTY number
5/9/19	Member Grievance and Appeal	43	Spelled out "and"
5/9/19	Continuation of Benefits While an Appeal or State Fair Hearing are Being Decided	48	Removed "or" from third to last bullet and added it to second to last bullet
5/9/19	Fraud, Waste, And Abuse	49	Spelled out "and"
5/9/19	Disenrollment	51	Spelled out "South Carolina," Fixed spelling of "South Carolina Healthy Connections," Added "out of" the service area bullet, Changed "i.e." to "for example"

5/9/19	Member Rights	53	Changed “primary care provider” to “PCP,” added “and” to third to last bullet
5/9/19	Definitions	66	Spelled out DME, Spelled out EPSDT, Removed “a.k.a.”
5/21/19	Your Member Identification (ID) Card	9	Updated example card images
6/13/19	Preventive Guidelines	32-33	Updated list of preventive guidelines
6/13/19	Major Life Changes	12	Changed SCDHHS caseworker to “South Carolina Healthy Connections caseworker”
4/13/20	Filing a Grievance	44	Removed sentence about who can submit clinically urgent grievance request, added “determined” to statement about medical directors reviewing clinically urgent requests
4/17/20	Your Member Identification (ID) Card	9	Added Healthy Connections Medicaid ID card image
9/1/20	Your Member Identification (ID) Card	9	Updated Absolute Total Care ID card image
2/10/21	Welcome	1	Added “Healthy Connections” before “Medicaid”, updated “ID cards” to “identification (ID) cards”, updated Member Welcome Packet language, updated salutation
2/10/21	Statement of Understanding	8	Added language about physician incentive plans
2/10/21	Important Phone Numbers	9	Added acronym to time zone, added header to table, spelled out SCDHHS acronym, added Start Smart for Your Baby shortened name, added “24/7” to “Nurse Advice Line”
2/10/21	If You Are Hearing, Speech, or Sight Impaired	9	Updated bullets’ sentence structures for clarity
2/10/21	Member Services	11	Changed “Hotline” to “Phone”, updated “Quality Department” to “Quality Improvement (QI) Department”
2/10/21	Secure Member Portal	11	Added “Secure” before “Member Portal”
2/10/21	Secure Member Portal	12	Added bullet to check rewards balance
2/10/21	Nurse Advice Line	12	Updated capitalization of nurse advice line, updated contact information for nurse advice line
2/10/21	What Your Primary Care Provider (PCP) Will Do For You	13	Spelled out acronym in header
2/10/21	Choosing Your Primary Care Provider (PCP)	14	Spelled out acronym in header
2/10/21	Primary Care Provider (PCP) Assignment	14	Spelled out acronym in header
2/10/21	Changing Your Primary Care Provider (PCP)	15	Spelled out acronym in header, updated Member Welcome Packet language
2/10/21	Copayments/Cost-Sharing	16	Hyphenated “cost-sharing”
2/10/21	Services Covered and Not Covered by Absolute Total Care	17	Updated cost of Biopharmaceuticals to \$3.40

2/10/21	Services Covered and Not Covered by Absolute Total Care	18	Added list of examples to Diabetic Supplies, updated cost of Diabetic Supplies to \$3.40, added acronym “(DME)” to “Durable Medical Equipment”, updated list of examples to Durable Medical Equipment
2/10/21	Services Covered and Not Covered by Absolute Total Care	20	Added Oncology-related Chemotherapeutic Drugs and Support Services and Orthopedic and Spinal Surgery items, updated limits on Podiatry Services and Prescriptions, removed age related to copay language on Prescriptions
2/10/21	Second Opinions	23	Removed “They can help you” and added “for assistance on getting a second opinion”.
2/10/21	Durable Medical Equipment (DME)	23	Spelled out acronym in header, changed reference of “durable medical equipment” to acronym
2/10/21	Durable Medical Equipment (DME)	24	Changed reference of “durable medical equipment” to acronym
2/10/21	State-Covered Services	25	Updated bullet format to include phone number for dental services
2/10/21	Quality Improvement (QI)	25	Spelled out acronym in header
2/10/21	Prior Authorization	26	Updated “time frame” to two words
2/10/21	Pharmacy	27	Changed reference of “Preferred Drug List” to acronym, updated capitalization of “member ID card”
2/10/21	My Health Pays Rewards	30	Added trademark symbol, updated capitalization of “rewards”, removed “(Cell Phone Bill)” from Telecommunications bullet
2/10/21	Preventive Guidelines	32	Moved closing paragraph to introductory paragraph
2/10/21	Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Well-Child Visits	34	Updated reference item to Infancy, Early Childhood, Late Childhood, and Adolescence for clarity instead of listing “below”
2/10/21	Infancy, Early Childhood, Late Childhood, and Adolescence	34	Updated formatting of ages to numerals
2/10/21	Lead Case Management	35	Removed acronym throughout section
2/10/21	Lead Case Management	36	Removed acronym throughout section
2/10/21	Wellness and Disease Prevention	36	Updated “health” to “healthy”
2/10/21	HIV Testing and Counseling	37	Updated formatting of ages to numerals
2/10/21	When You Are Pregnant	39	Removed unnecessary colons from headers, spelled out full Start Smart for Your Baby name
2/10/21	Urgent Care/After Hours	40	Added “24/7” to “nurse advice line”, updated capitalization of “nurse advice line”
2/10/21	Emergency Care	41	Added “24/7” to “nurse advice line”, updated capitalization of “nurse advice line”
2/10/21	Filing a Grievance	42	Added “s” to “Grievances”, updated capitalization of “member ID card”
2/10/21	Filing a Grievance	43	Updated “time frame” to two words, changed “Absolute Total Care” to “our”

2/10/21	Filing an Appeal	44	Spelled out “managed care organization” with “MCO”, changed “Absolute Total Care” to “our”
2/10/21	Member Rights to a State Fair Hearing	46	Updated State Fair Hearing language to include “also” for clarification
2/10/21	Advance Directives	50	Updated assistance information to include CaringInfo URL, updated form names
2/10/21	Protecting Your Privacy	57	Changed “case management” to “care management”
2/10/21	Definitions	63	Updated reference of durable medical equipment to acronym, updated “co payment” to “copayment”, capitalized “Home Health Care”
2/10/21	Definitions	64	Removed “identification card” next to “Medicaid ID Card” definition