



Vaccines are not just for kids

Babies and children get lots of immunizations. These are shots that carry vaccines. Vaccines help prevent diseases. They help protect children from measles, mumps, chickenpox, tetanus and more.

Adults also need immunizations. That's because some vaccines you got as a child may not protect you as an adult. Some vaccines are needed only when you plan to travel overseas. Other vaccines need to be given every year. This includes the flu vaccine. A new flu vaccine is made every year.

Do you know if you are up to date on your immunizations? Talk to your doctor to find out. Call Absolute Total Care at **1-866-433-6041** (TTY: **711**) if you need help finding a doctor.

When antibiotics won't help

Antibiotics are drugs used to treat infections caused by bacteria. They do not help infections caused by viruses. That means antibiotics won't help:

- Colds
- Flu
- Coughs

Sicknesses treated by antibiotics include:

- Strep throat
- Urinary tract infections (UTIs)
- Some ear infections

Do not take antibiotics meant for someone else. Talk to your doctor if you are sick. He or she can tell you what to do to feel better.



Start Smart

Our Start Smart for Your Baby® program helps you focus on your health during your pregnancy. Visit absolutetotalcare.com to learn more.

Studying **new treatments, tests**

Your health is important to us. Absolute Total Care watches for the latest in medical care. This may be new medicine, tests or surgeries. We want to make sure new treatments are safe and effective. Absolute Total Care has a team of doctors that reviews new medical care. The team checks information from other doctors and scientific groups. The new medical care is then shared with our doctors. This allows Absolute Total Care doctors to give you the most fitting and current types of care.

Your time matters

Absolute Total Care wants to make sure you get the care you need, when you need it. We work with providers to set standards for wait times.

- For routine care, you will be seen within four to six weeks.
- For urgent care, you will be seen within 48 hours.
- For specialty care, you will be seen within 12 weeks.
- From the waiting room, you should be taken to the exam room within 45 minutes of your scheduled visit time.

Are you unable to get an appointment within those time frames? Call us at **1-866-433-6041** (TTY: **711**). We can help.

We are here to help

Absolute Total Care is here to help you with many of your healthcare needs. Just call us at **1-866-433-6041** (TTY: **711**). We can help you:

- Find a provider
- Get a new member ID card
- Get transportation to medical appointments
- Get paper copies of anything on our website

Do you need a copy of your Member Handbook? Would you like to update your personal information? You can do that by calling us. You can also find that and lots of other information on our website, absolutetotalcare.com.



Absolute Total Care hits it out of the park with **baseball league sponsorship**

This summer, more than 40 children in Greenville, South Carolina, had the opportunity to play in a community baseball league thanks to a sponsorship from Absolute Total Care.

The sponsorship, which was in collaboration with Upstate HBCU Classic, created four teams for the Pitch-N-Play Community Baseball League. Absolute Total Care's sponsorship also covered field rental and officiating fees and supplied complete uniforms for each participant, as well as all team equipment, including gloves, bats and helmets.

Although baseball is one of the most popular summer activities for kids, participating in recreational leagues often comes with registration fees and equipment costs. By covering these costs, Absolute Total Care was able to give each child the opportunity to join a team for free and reduce a potential financial burden on many parents in the area.

"We are proud to fulfill the need for an affordable sports league in the Greenville community," says John McClellan, president and CEO of Absolute Total Care. "Participation in sports can increase a child's self-esteem, instill teamwork, and improve self-discipline and social skills. This sponsorship is just one way Absolute Total Care is transforming the health of our communities, one person at a time."

This year's teams—the Braves, Red Sox, Yankees and Dodgers—played five games each over a five-week season. The teams wrapped up their final game of the season Aug. 8 with a grill-out at Timmons Park.

To floss or not to floss?

What does it mean to take good care of your teeth? According to the American Dental Association, brushing twice a day is not enough. You also need to floss at least once a day.

Flossing helps to clean between your teeth. These are areas that are hard to reach with a toothbrush. Flossing can remove debris and plaque. This will reduce your risk of gum disease and tooth decay. You should also have regular visits with a dentist.





We care about quality

We want to improve the health of all our members. One way we do that is by improving the care we offer. Our Quality Improvement Program sets goals for quality and helps us check up on how we are doing. We also review the quality and safety of our services and care. We ask our members if they are satisfied with their care.

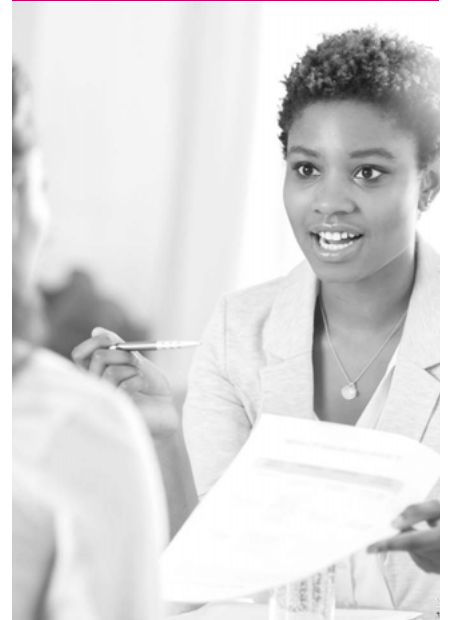
Learn more and see how we're doing at **absolutetotalcare.com**. You can also ask for a paper copy of a report. Call **1-866-433-6041** (TTY: 711).

Preventive care **for women**

Health screenings are tests that check for certain diseases. They help find problems early. They can also prevent future health problems. Some screenings are recommended just for women. If you are a woman, you should have:

- A cervical cancer screening. This can be done with a Pap test or an HPV test. Pap tests can be done every three years. An HPV test can be done every five years.
- A breast cancer screening. Mammograms are X-rays that look for cancer. Depending on your age and health history, you may need one every year or every two years.
- A chlamydia test. This test checks for a disease spread during sex. Women who are sexually active should have this test every year.

Talk to your doctor about what tests you need. You may need some tests every year. Do you need help finding a doctor? We can help. Call **1-866-433-6041** (TTY: 711).



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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: 1441 Main Street, Suite 900, Columbia, SC 29201; by phone at: 1-866-433-6041 (TTY: 711); or by email at: ATC.MBRSVC@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 الانكليزية فان 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.

धयद 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 ကညီ ကျိအလိ, နမူနာ ကျိအတိမၤစၢလၢ တလၢ်ဘျၢ်လၢ်စ့ၤ နီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး
866-433-6041 (TTY: 711)

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