



## Find out **about** **your benefits**

**Your benefits are the services Absolute Total Care covers.** It's important that you understand your benefits. You can find out more about them in the Member Handbook. If you don't have a copy, we can send you one. Just call us at **1-866-433-6041 (TTY: 711)**.

We can also help you make an appointment. We can help you find transportation to appointments. If you can't get to an appointment, let the doctor's office know as soon as possible.

We offer free interpreter services to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call Absolute Total Care Member Services at **1-866-433-6041 (TTY: 711)**.

### We are here to help

Absolute Total Care can help you with many things. We can help you:

- Get a paper copy of anything on our website, **absolutetotalcare.com**
- Get a ride to your appointments
- Find a doctor or other provider
- Get language services if you don't speak English
- Get a copy of your member handbook
- Get information about your health

Call Member Services at **1-866-433-6041 (TTY: 711)** to see how we can help you. You can also check our website for information.

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## Find us online

Absolute Total Care is online at [absolutetotalcare.com](http://absolutetotalcare.com). Our website has lots of helpful information. You can find a copy of your handbook. You can look for a provider.

Use our secure member portal to:

- Change your primary care provider
- Update your personal information
- Find pharmacy benefit information
- Send Absolute Total Care a message

Log in to the member portal at [absolutetotalcare.com](http://absolutetotalcare.com). Call **1-866-433-6041** (TTY: **711**) if you have questions.



## Are you at risk for diabetes?

**Type 2 diabetes is a condition that makes blood sugar levels higher than normal.** This happens when your body doesn't use insulin the right way. Some people are more at risk for Type 2 diabetes. This includes people who:

- Are overweight
- Are over the age of 45
- Have family members with diabetes
- Have high blood pressure
- Are African-American, Alaska Native, American Indian, Asian-American, Hispanic/Latino, Native Hawaiian, or Pacific Islander

If you have Type 2 diabetes, you should see your provider several times a year. Your provider can make sure your diabetes is under control. You may need to watch what you eat. You may need to take pills or give yourself insulin shots. It's important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves or heart.

Absolute Total Care has health management services. We can help you live with chronic conditions like diabetes. Call **1-866-433-6041** (TTY: **711**) to learn more.

### Are you a new member?

Do you have questions about your current plan and benefits? Visit [absolutetotalcare.com](http://absolutetotalcare.com) to locate the Member Handbook. It has many details about your health plan.

## The right care for you

Getting care that is right for your age and your health needs is important.

When your kids are young, they see a doctor who knows all about kids' health. That doctor is called a pediatrician. But when they grow up, their health needs change. That is when it is time to move to a doctor who knows about adult health.

Your doctor and your health plan can help you and your child make this change. If you need help finding a new doctor, talk with your doctor. Or call Member Services at **1-866-433-6041** (TTY: **711**).



## ER or urgent care?

**When you are hurt or sick, you want to feel better fast.** But do you need urgent care? Or should you go to the emergency room (ER)?

**Urgent care is for medical problems that are not emergencies. Go to urgent care when your doctor's office is closed. Medical problems treated at urgent care include:**

- High fevers
- Sprains
- Flu symptoms
- Earaches
- Vomiting

**The ER is for conditions that need to be treated right away. These could be:**

- Broken bones
- Thoughts of harming yourself
- Chest pains
- Trouble breathing
- Weakness or numbness on one side

If you need medical care right away for a life-threatening condition, call **911**. Call an ambulance if you are having a heart attack or a stroke. Treatment can begin on the way to the hospital.

## LOCAL EVENT Compassion Fatigue Retreat

On November 30, 2018, Macie Smith, MD, of Diversified Training Consultants, and Marsha Clayman of Colonial Gardens hosted South Carolina's first-ever Compassion Fatigue Retreat. More than 200 individuals attended the event, which was sponsored by a number of companies, including Absolute Total Care.

The Compassion Fatigue Retreat was designed to address the issues that occur in the chronic caring industry, as well as provide attendees with the means and knowledge to prevent or overcome this issue.

With the support received from traditional and non-traditional community partners, human services professionals and family caregivers were given the opportunity to acknowledge the nondiscriminate nature of compassion fatigue.

Working in an industry where chronic caring is the basis for their work, attendees welcomed the opportunity to learn, collaborate and grow with others like themselves.

"Having Absolute Total Care take an active role in sponsoring our VIP Meet and Greet and our breakfast was an added value to the credibility of the work these professionals and families perform day in and day out," Smith said.



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**absolutetotalcare.com**

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## What are your wishes?

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do or do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at **[caringinfo.org](https://www.caringinfo.org)**.



Getty Images

## Notice of Non-Discrimination

Absolute Total Care (ATC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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](mailto: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).

اكانت لغتك الاساسية 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 lingua 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).

နမ့်ကတိံ ကညီ ကျိာ်အယံ, နမးနံ ကျိာ်အတံမၤစၢၤလၢ တလံာ်ဘျုးလၢာ်စ့ၤ နီတမံၤဘျုးသ့န့ၣ်လီၤ. ကိး 866-433-6041 (TTY: 711)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-866-433-6041 (መስማት ለተሳናቸው፡ 711)፡

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