



Help for managing your care

Do you need help taking care of your health? Maybe you are living with several illnesses. Or maybe you have a long-term condition such as cancer, high blood pressure or diabetes. Our Care Management Team may be able to help.

Care Managers are nurses and social workers. They can:

- Help you understand your health problems. They can help you learn how to take care of yourself.
- Work with your doctors to get you the best care possible. They can help schedule appointments. They can help coordinate care.
- Connect you to services and resources in the community. These could include food stamps or housing support.

You or your doctor may ask for care management. It is not required. Call Member Services at **1-866-433-6041** (TTY: **711**) to find out more.

Pharmacy facts

Absolute Total Care wants to help members get the medications they need. The Preferred Drug List (PDL) is the list of drugs Absolute Total Care covers.

You can find the PDL at absolutetotalcare.com. You can also call **1-866-433-6041** (TTY: **711**) to find out if a drug is covered. Your doctor or pharmacist can help you find medications that are covered.





You have rights and responsibilities

Absolute Total Care members have rights. They also have responsibilities.

Rights are things you can expect from your health plan. They include:

- Getting all the services we provide
- Being treated with respect
- Having your medical information kept private
- Getting a copy of your medical record

Responsibilities are things your health plan expects from you. They include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

You can find more rights and responsibilities in your Member Handbook. Read it online at absolutetotalcare.com. Call **1-866-433-6041** (TTY: 711) to ask for a paper copy.

New to Absolute Total Care?

Find details about your benefits and services in your Member Handbook and on our website. Visit absolutetotalcare.com.

Three ways to help your baby Start Smart

There are things you can do to help your newborn get a healthy start.

- 1. See your doctor.** Call your doctor if you think you are pregnant. You should have regular checkups throughout your pregnancy. Your doctor can check you for problems and make sure your baby is growing as expected.
- 2. Have healthy habits.** Eat nutritious foods and get plenty of rest and exercise. Also be sure to stay away from tobacco, drugs and alcohol.
- 3. Sign up for Start Smart for Your Baby.[®]** This is an Absolute Total Care program for women who are pregnant or who just gave birth. Call us for more information at **1-866-433-6041** (TTY: 711).

Tips to ease allergies

Spring allergies can mean weeks of itchy eyes and sneezing. Here are three things you can do to ease your symptoms:

- 1. Avoid allergens.** That may mean staying inside on dry, windy days. Or you could wear a mask when working in the yard.
- 2. Keep allergens outside.** Keep your windows closed. Use air filters in your bedroom. Air conditioning can also help filter out allergens.
- 3. Talk to your doctor.** Your doctor may recommend over-the-counter drugs. People with severe symptoms may need allergy shots. Your doctor can help you decide which treatment is right for you.



LOCAL EVENT

Celebrating **No One Eats Alone** Day

A positive prevention initiative designed to promote inclusion in middle schools

was celebrated at Jonesville Elementary/Middle School in Jonesville, South Carolina, on February 15, 2019.

Representatives from Absolute Total Care hosted an assembly in honor of national No One Eats Alone® Day, created by the nonprofit Beyond Differences™. Students participated in activities designed to teach them about social isolation and its negative impact on student health and academic performance. They then demonstrated inclusion and sat with students at lunch who they didn't know, or who may have felt left out. They were given icebreaker topics to discuss to highlight their commonalities.

Social isolation affects millions of students and has been identified as a precursor to bullying, self-harm and community violence. Students have shown that if they are given the tools, they will stand up for others as empathetic and caring activists, not passive bystanders.

Jonesville Elementary/Middle School was one of more than 2,250 schools across the country that celebrated No One Eats Alone Day in 2019. The initiative reached more than 1 million students in all 50 states.

No One Eats Alone Day is sponsored by the Centene Charitable Foundation.



Is your drinking a problem?

Many adults enjoy a beer or a glass of wine sometimes. But drinking too much alcohol can be a serious problem. Excessive alcohol use can lead to cancer. It is a major cause of preventable death. Pregnant women who drink may have babies with health problems. Drinking too much may also lead to trouble with family or work.

Here are a few signs your drinking is becoming an issue:

- You have tried to drink less or quit but have not succeeded.
- You drink more than in the past before feeling drunk.
- You drink in secret, where others can't see you.
- You are sometimes unable to remember what happened when you were drinking.

Are you worried about your alcohol use? Talk to your doctor. Heavy drinkers may not be able to cut back on their own. Medication and therapy can help.





If your child has ADHD

Does your child have attention deficit hyperactivity disorder (ADHD)?

More than 10 percent of children in the U.S. have been diagnosed with it. Medicine may help. Children taking medicine for ADHD need follow-up care. Visit the doctor within 30 days of starting the medicine. After that, the child should visit the doctor twice in the next nine months. Call Absolute Total Care at **1-866-433-6041** (TTY: **711**).

How can we help you?

Absolute Total Care is here to help you with many things. Call Member Services if you need a paper copy of your Member Handbook or anything else on our website. We can help you find a doctor and make appointments. We can also help you get a ride to your health appointments (for members with transportation as a covered benefit). Call **1-866-433-6041** (TTY: **711**) for these services.

Visit us online to learn more about health and your health plan. You can also find your Member Handbook online. Go to **absolutetotalcare.com**.



Published by Manifest LLC. © 2019. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. The information in this publication is intended to complement—not take the place of—the recommendations of your healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.



SCC_H

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.

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:
(رقم هاتف الصم والبكم 711) 1-866-433-6041

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).

နမ့်ကတိကညီ ကျိအယိ, နမန့် ကျိအတိမၤစၤလၤ တလၢ်ဘျၢ်လၢ်စ့ၤ နိတံၤဘျၢ်သ့န့ၢ်လီၤ. ကိး
866-433-6041 (TTY: 711)

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

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