



Know **what's covered**

Absolute Total Care wants you to get the care you need, when you need it. We make decisions about the care to cover based on:

- If the service is needed
- If the service works well
- If the service is right for you

We do not make choices about care based on how much it costs. We also do not reward doctors or staff for saying no to care.

If you have a question about whether a medical service is covered, our Utilization Management (UM) Department can help you. UM may look at your records and talk with your doctor.

Call us at **1-866-433-6041 (TTY: 711)** for more information. Do you speak a language other than English? We have translation services to help you.

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Checking in on vaccines

Do you have children? They should get a checkup every year.

Children do not need to be sick to get a checkup. A checkup is a chance for a doctor to make sure your child is healthy. The doctor will check your child's height, weight, vision, hearing and more.

The doctor will also make sure your child is up to date on immunizations. Immunizations deliver vaccines. Vaccines help protect us from illnesses such as measles, polio and even the flu.

Some states require children to have certain vaccines before they start school. You can find out more at immunize.org/laws.

Call Absolute Total Care or go to absolutetotalcare.com to learn more about the vaccines your child needs.

We want to hear your concerns

We do our best to give you the healthcare you need. If you are not satisfied with the care you get, you can file an appeal or a complaint.

Appeals: Absolute Total Care may decide you do not need a treatment or service. If we decide to stop or deny a service, you will receive a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing.

Complaints: Are you unhappy with care you got, or how you were treated by the plan or a provider? You can file a complaint, also called a grievance.

Appeals and complaints must be sent within certain time frames. Review your member handbook or call Member Services at **1-866-433-6041 (TTY: 711)** to learn more.

Start Smart

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



Your privacy is important

You share a lot of information with your doctor. Absolute Total Care does all it can to protect your personal health information. In fact, federal law requires us to keep your records private.

You can read the full privacy notice in your Member Handbook or on our website. Or you can call us at **1-866-433-6041 (TTY: 711)**. We can send you a paper copy.



What are preventive health guidelines?

Preventive care is care that helps you stay healthy. It can keep you from getting sick. It can find problems early, when they are easier to treat. It includes flu shots, well-child visits, cancer screenings and other types of care.

Preventive health guidelines help members and providers. The guidelines tell providers what tests and treatments members may need. For instance, the guidelines advise providers to check adults for high blood pressure. They say when to give tests for cancer. Guidelines can also help members make healthcare decisions.

Who creates the guidelines? Government bodies and groups such as the American Heart Association. They look at the latest studies to decide if guidelines need to change.

Health plans adopt guidelines based on the health needs of members. Plans also use guidelines to help them meet quality measures.

Absolute Total Care regularly reviews and updates the guidelines it uses. You can learn more about our preventive health guidelines at **absolutetotalcare.com**.

Lead screening

Lead is a metal once used in paint. In older homes, children may be exposed to lead through paint chips or dust. This can lead to learning and behavior problems. Your child's doctor should check their blood for lead.

Children should be tested for lead exposure at 12 and 24 months old. Children ages 3 through 5 must get a blood lead test if they haven't been tested at a younger age. Talk to the doctor to see if your child needs to be tested.

Taking care of teens

Is your child a teenager? He or she will need an adolescent health check every year. Like well-child checkups, these checkups assess teens' weight and general health. But as kids get older, they also need to be checked for more adult issues. These include:

- Tobacco, alcohol and drug use
- Depression
- Sexually transmitted infections
- HIV

To see a chart showing recommended care for children and adolescents, go to **aap.org/en-us/Documents/periodicity_schedule.pdf**.





Rising above the storm

On Saturday, April 13, 2019, Absolute Total Care, in partnership with Pee Dee Community Action Partnership (PDCAP), hosted Rise Above the Storm, a community empowerment event at CD Joyner Auditorium in Marion, South Carolina. More than 300 Marion County residents attended the event, with over 30 volunteers on hand to assist the residents in navigating the function.

“We are proud to have taken part in this important outreach project,” said John McClellan, Plan President and CEO for Absolute Total Care. “Partnering with PDCAP to spread a message of hope and provide resources and information to impacted residents demonstrated our dedication to improve the well-being of affected residents. This event is just one way Absolute Total Care has transformed the health of the community, one person at a time.”

Volunteers from Absolute Total Care were uplifted by the gratitude and optimism of the attendees they encountered.

“It was amazing to see how all who attended had such positive attitudes and were an inspiration to each other. The community members that attended and the folks that participated in the event provided hope for each other and succeeded in opening their hearts to others,” said Joyce McElwain, Senior Vice President of Quality Improvement and Risk Adjustment.

In September 2018, while most of the community was still actively recovering from Hurricane Matthew, Hurricane Florence hit the Marion County area, which brought severe weather and flooding. Since then, an already impoverished community has been doing double duty to repair and heal. With assistance from Absolute Total Care, PDCAP and Columbia Urban League, Marion County residents were able to participate in a positive, empowering community event.

“It was a great day. Well over 300 persons were empowered and obtained information and resources to aid them in recovery. Much of this success is because of our sponsors and partners who rallied together to make this event exceed our expectations,” said Walter Fleming, PDCAP Executive Director.

The day was filled with encouraging words, uplifting performances and a message of rising above the devastation of not only the physical storm, but also what the county’s residents face on a daily basis. This message came in various forms, but perhaps the most heartfelt was a keynote address from the late Sen. Clementa Pinckney’s wife, Jennifer Pinckney.

Mrs. Pinckney shared her own story of rising above the storm after the racially charged murder of her husband in the 2015 church shooting at Mother Emanuel AME in Charleston, which was followed by the loss of her mother only nine months later. Now left to raise their daughters, Eliana and Malana, on her own, Mrs. Pinckney noted her strength came from realizing that her children needed her to carry on.

“The Rise Above the Storm event exceeded my expectations. It was a prime example of community partners cooperating and coming together to provide resources and information to our citizens,” said Sen. Kent Williams, who attended the event.

“Jennifer Pinckney’s message resonates to all and reminds us that no matter what is happening in our lives, we can always give a little more to support and inspire others.”

After the event, speakers had a chance to share their thoughts and stories, and attendees were able to take a walk down Resource Row to explore the vendors. The event concluded with a free lunch.

Absolute Total Care would like to thank all sponsors and partners that attended and give a special thanks to the employees who volunteered their time to ensure a successful event. Absolute Total Care employees that volunteered for Rise Above the Storm included:

ABSOLUTE TOTAL CARE
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Columbia, SC 29201

1-866-433-6041

TTY: 711

absolutetotalcare.com

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- John McClellan, Plan President and CEO
- Joyce McElwain, Senior Vice President of Quality Improvement and Risk Adjustment
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- Fatisha Hudson, Customer Care Professional
- Imani Gude, Customer Service Representative
- Lillie Youngblood, Community Relations Coordinator
- Asa Gillyard, Marketing and Communications Specialist

How can we help you?

Absolute Total Care can help you in many ways. We can help you:

- Find a doctor.
- Make health appointments.
- Get a copy of your Member Handbook.
- Get a ride to your appointments. Be sure to call at least 48 hours before your appointment.

You can find us online at **absolutetotalcare.com**. Our website has information about health and your health plan. We can help you get a paper copy of anything on the website.

Questions? Call Member Services at **1-866-433-6041 (TTY: 711)**.



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 فإن 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 ကျိအယိ, နမူနာ ကျိအတိမၤစၢလၢ တလၢ်ဘျၢ်လၢ်စ့ၤ နီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး
866-433-6041 (TTY: 711)

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

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