

## The latest **care**

**Options for medical care may change over time.** New medicines, tests and surgeries come out every year. Absolute Total Care watches for the latest in medical care. We also make sure new treatments are safe. Absolute Total Care has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. New medical care that is covered by Medicaid is then shared with our doctors. This allows Absolute Total Care doctors to give you the most fitting and current types of care.

Not all care is covered for every patient. Some patients may benefit more from certain treatments. We cover care that is medically necessary.

Questions? Call 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.



## Quality care

We want to improve the health of all our members. Our Quality Improvement program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

We review care provided at all levels, including emergency care, primary care and specialty care. We also make sure we are helping members with different ethnic, cultural, religious and language needs.

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

Call our Nurse Advice Line at **1-866-433-6041 (TTY: 711)** with your health questions. You can call 24 hours a day, seven days a week. Remember to call **911** for an emergency or crisis.

## LOCAL EVENT

# Women's Empowerment of South Carolina Expo

**The fourth annual Women's Empowerment of South Carolina Expo**, presented by the City of Columbia and The Big DM 101 and sponsored by Absolute Total Care, took place Sept. 29 at the Columbia Metropolitan Convention Center in Columbia, South Carolina.

More than 3,000 women attended the event, along with dozens of vendors and small businesses. In addition to the available vendors, there were seminars and live musical performances.

The event opened with a blessing from the Rev. Chris Leevy Johnson, campus pastor of Brookland Baptist Church, and a performance from the Jeffrey Lampkin Community Choir. Among the other live performances were The Mississippi Mass Choir, Peabo Bryson, Ro James and Andy Stokes. Columbia Mayor Steve Benjamin also attended to support the event.

All three Absolute Total Care lines of business — Medicaid, MMP and our Medicare Advantage line of business, Allwell from Absolute Total Care — were represented at the event, with reps available to give out promotional items, answer questions and provide information on services and benefits.

Additional sponsors included the Office of Business Opportunities, Dominion Energy, WACH FOX 57, HOT 103.9, Columbia Metropolitan Convention Center, Breakthru Beverage, Council's Mattress & Furniture, Dick Smith Automotive and BlueChoice.

Absolute Total Care is grateful for this partnership and looks forward to supporting Women's Empowerment of South Carolina for years to come!





# Your opinion counts

Every year, we use a survey to ask our members **how we are doing**. If you took our survey, thank you. Hearing from you is how we make our services better.

Here is what we learned from our members in 2018 through the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

## 2017 rates compared with 2018 rates

Measure	2017 Child CAHPS	2018 Child CAHPS	2017 Adult CAHPS	2018 Adult CAHPS
Getting needed care	91.79%	88.04% ↓	82.30%	83.50% ↑
Getting care quickly	90.68%	94.77% ↑	86.11%	83.20% ↓
Rating of health plan	86.46%	89.09% ↑	76.64%	78.95% ↑
Rating of personal doctor	90.91%	92.43% ↑	82.37%	85.34% ↑
Rating of healthcare	91.22%	87.80% ↓	75.77%	76.12% ↑
How well doctors communicate	95.27%	96.16% ↑	91.87%	93.59% ↑
Customer service	88.58%	92.04% ↑	89.58%	85.75% ↓

**The rates for surveys taken by caregivers on behalf of their children increased in the following categories:**

- Getting care quickly
- Rating of health plan
- Rating of personal doctor
- Customer service
- How well doctors communicate

The categories in which the rates slightly decreased from the previous year were “Getting needed care” and “Rating of healthcare.”

**The surveys taken by our adult members showed rate increases in the following categories:**

- Getting needed care
- Rating of health plan

- Rating of personal doctor
- Rating of healthcare
- How well doctors communicate

The rates in two categories showed a decrease from the previous year, those being “Customer service” and “Getting care quickly.”



# Health screenings for women

What are health screenings? They are tests that can save your life. They look for medical problems like cancer. Health screenings can find diseases early, when they are easier to treat.

Here are four health screenings for women:

Disease	Screening	Details
Breast cancer	Mammogram	Testing often begins at age 40 or 45. Repeat every year.
Cervical cancer	Pap test	Testing begins at age 21 for women who are sexually active. Repeat every three years or as recommended.
Colon cancer	Stool test or colonoscopy	Testing usually begins at age 50. Repeat every one to three years for stool tests, every 10 years for colonoscopy.
Sexually transmitted infections like HIV and chlamydia	Pap test and/or blood test	Women who have sex should be tested regularly.

Have questions? Talk to your provider about the screenings you may need.

## Are you ready for flu season?

The flu is a seasonal illness. Flu season can begin as early as October and run as late as May. A flu shot is one way you can protect yourself from the flu. Here are three things to know about the vaccine:

1. The flu shot will not give you the flu.
2. The flu virus changes every year. So every year, a new vaccine is needed.
3. Everyone older than 6 months should get a flu shot. Talk to your doctor if you have an allergy to eggs or any of the ingredients in the vaccine.

The flu shot is available at no cost to members. Call **1-866-433-6041** (TTY: **711**) if you need help finding out where to get one.

## Know your stroke risk

Are you at risk for stroke? Here are some of the risk factors you may be able to control:

- Having high blood pressure, diabetes, artery diseases, irregular heartbeat or other heart diseases
- Smoking cigarettes
- Eating a diet high in saturated fat, trans fat and cholesterol
- Not getting exercise

Here are some stroke risk factors you cannot control:

- Being over age 55
- Being a woman
- Having a family history of stroke
- Having a history of prior stroke or heart attack
- Being African-American

You can learn more about stroke at [strokeassociation.org/STROKEORG](http://strokeassociation.org/STROKEORG).



Getty Images

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**1-866-433-6041**

**TTY: 711**

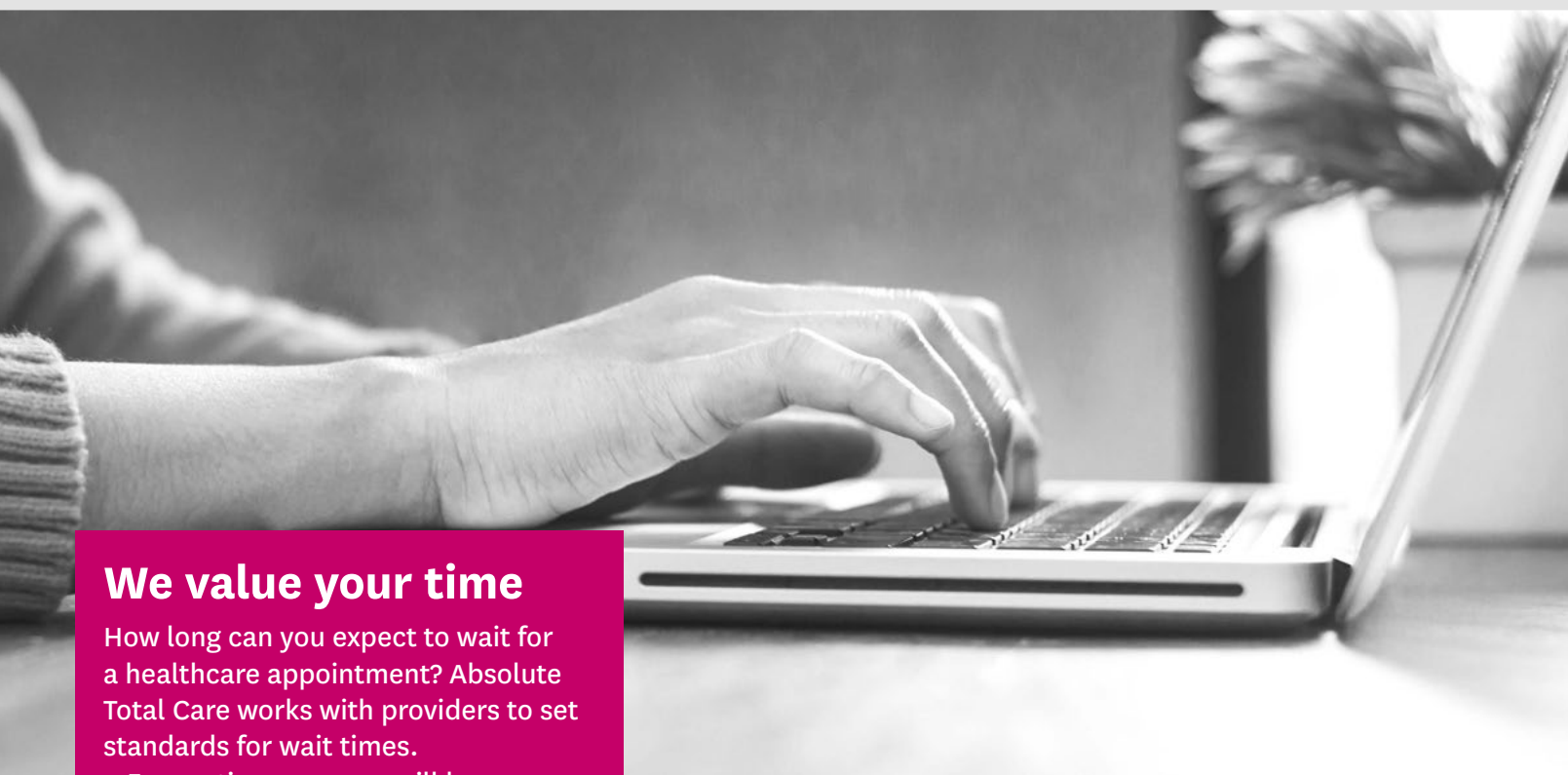
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## We value your time

How long can you expect to wait for a healthcare appointment? Absolute Total Care works 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 four 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.

## Stay connected with our member portal

**Absolute Total Care's member web portal is a convenient and secure tool** to help you manage your healthcare. By creating a free account, you can:

- Change your primary care provider (PCP)
- Print a temporary ID card
- View your health history
- Review your health benefits
- Send us a message

## 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).**

ا كانت 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 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.**

