



## Keeping kids **healthy**

**Children do not need to be sick to see a doctor.** Your child should have a well-child checkup every year.

The doctor will make sure your child is healthy and up to date on immunizations. These are shots that help protect kids from diseases like polio and measles.

Young children may need to be checked for lead exposure. Lead exposure can cause learning and behavior problems.

Is your child a teenager? He or she will need an adolescent health check. This may include a screening for depression. The doctor may ask about risks teenagers may take, like using drugs.

Call Absolute Total Care or go online to **[absolutetotalcare.com](http://absolutetotalcare.com)** to learn more about the vaccines your child needs.

### We protect your privacy

We do all we can to guard your protected health information (PHI). By law, we must protect your health records.

You can read the complete Privacy Notice in your member handbook, on our website at **[absolutetotalcare.com](http://absolutetotalcare.com)** or call Member Services and request a copy of the Privacy Notice.





## How to file an appeal or grievance

Your voice is important to us. We want to help you with your concerns.

Absolute Total Care will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by Absolute Total Care. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Do you have a complaint about the health plan, the care or a provider? You may file a grievance to let us know.

Appeals and grievances 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.

## Do you know what's covered?

**Do you have a question about whether a medical service is covered?** Our Utilization Management (UM) Department can tell you. UM may look at your health records and talk with your doctor. UM decisions are based on:

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

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care. We want you to get the care you need, when you need it.

Call our UM team at **1-866-433-6041** if you have questions. Do you speak a language other than English? We have translation services to help you. Do you have difficulty hearing? Call **711** for telephone text help.

**Choose a primary care doctor (PCP) today, so you can get care when you need it.**

Visit [absolutetotalcare.com](http://absolutetotalcare.com) to search our provider directory.

Questions? Call us at **1-866-433-6041 (TTY: 711)** and we can help you find one.



## E-cigarettes pose health risk

You probably know that cigarettes are bad for your health. Did you know that e-cigarettes are bad for you, too? The vapor from e-cigarettes has chemicals that can cause cancer. A recent study found that teens who used e-cigarettes had at least five potentially harmful toxins in their bodies.

Smoking can cause lung cancer, heart disease and other diseases. It kills more than 480,000 people in the U.S. every year.

Do you smoke? Absolute Total Care can help you quit. Call us at **1-866-433-6041** (TTY: 711). You can also find help online at **smokefree.gov**. The website offers:

- Free apps to help you quit
- A program that will send you text messages with encouragement, advice and tips
- Experts to talk to via chat or by phone

Call **1-800-QUIT-NOW** for more information.



### LOCAL EVENT

## Second Midlands Women's Fair

**In partnership with Sunshine Family Expos**, Absolute Total Care presented the Midlands Women's Fair on Saturday, July 28, at the Columbia Metropolitan Convention Center in Columbia, SC.

This was the fair's second year supporting women in the Midlands.

More than 6,000 women attended the event, with more than 70 vendors present ranging from a photo booth for the attendees, to chair massages, health screenings, and self-defense classes.

Absolute Total Care was on hand to provide information about our Medicaid plan benefits and give away promotional items.

Our Medicare Advantage line of business, Allwell from Absolute Total Care, was also represented at the event with reps to answer questions and provide additional information on the services and benefits offered.

The ladies were also able to meet with small, women-owned businesses from around the area.

Additional sponsors of the event included: Belk Clinique, Allergy Partners of the Midlands, Southeastern Institute, and Columbia SC Moms Blog.





**ABSOLUTE TOTAL CARE**  
1441 Main Street, Suite 900  
Columbia, SC 29201

**1-866-433-6041**

**TTY: 711**

**absolutetotalcare.com**

PRSR STD  
U.S. POSTAGE  
PAID  
Stevens Point, WI  
Permit #422

Published by Manifest LLC. © 2018. 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.



## 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.

## Five tips for **water safety**

**Want to beat the summer heat?** Swimming is a great way to cool off. Here are five tips for staying safe in the water:

- 1.** Never swim alone.
- 2.** Don't leave young kids unsupervised.
- 3.** Make sure you and your kids know how to swim.
- 4.** Wear a life jacket when boating.
- 5.** Know what to do in an emergency.

The American Red Cross offers swim lessons at many locations. It also has water safety tip sheets online at **redcross.org**.

## 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 nak asi mi 1-866-433-6041 (TTY: 711) ah tang ka pek tul lo in ko thei.**

နမ့်ကတိ၊ ကညိ ကျိာ်အယိ၊ နမးန့ ကျိာ်အတၢ်မၤစၢၤလၢ တလၢ်ဘူၣ်လၢ်စ့၊ နီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး  
866-433-6041 (TTY: 711)

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