

## What is **asthma**?

**Asthma is a chronic lung disease** that affects the airways, making it hard to breathe. Most people who have asthma experience one or more of the following symptoms:

- Coughing
- Wheezing
- Shortness of breath
- Chest tightness

If you or someone in your household suffers from one or more of the symptoms listed above, talk to your doctor or call us at **1-866-433-6041** (TTY: **711**). Remember, nearly everyone who has asthma can get and keep it under control by working closely with their doctor. Absolute Total Care has programs that can help you manage long-term illnesses like asthma.

For more information about asthma, call **1-866-433-6041** (TTY: **711**) or visit our website at **absolutetotalcare.com** to learn more.

## Know your rights

As a member, there are things you can expect from your health plan. These are your rights. Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect
- Knowing your medical data will be kept private
- Being able to get a copy of your medical record

There are also things your health plan expects from you. These are your responsibilities. Some of your responsibilities 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

There are more rights and responsibilities. You can read them all in your member handbook. If you need a paper copy of the handbook, call Member Services at **1-866-433-6041** (TTY: **711**).



## Know your BMI

BMI stands for body mass index. It's a number that shows if you are at a healthy weight. There are many tools online to help you learn your BMI. You can find one here:

[www.cdc.gov/healthyweight/assessing/bmi/adult\\_bmi/english\\_bmi\\_calculator/bmi\\_calculator.html](http://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html)

Someone at a normal weight will have a BMI between 18.5 and 24.9. A BMI greater than 25 is overweight. A BMI over 30 is obese.

Staying at a healthy weight is important. Being overweight puts you at risk for many problems. These can include heart disease, diabetes, joint and muscle pain and more. If you have an unhealthy BMI, talk to your healthcare provider.

## Is your medication covered?

**Absolute Total Care wants plan members to get high-quality and cost-effective medications.** We also want to make sure you get the right treatment for your condition. Not all drugs are covered. Some drugs may need to be approved before they are prescribed.

The Preferred Drug List (PDL) will tell you which drugs Absolute Total Care covers. The list is updated regularly. You can find a copy online 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 review the PDL. He or she can help you understand your medications.

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## How can we help you?

Absolute Total Care can help you with many things. Do you have questions about what is covered? Do you need health information? Look on our website or call Member Services at **1-866-433-6041** (TTY: **711**). You can also call us if you need:

- A paper copy of anything on our website, **absolutetotalcare.com**
- Help finding a doctor
- Help making health appointments
- A copy of your member handbook
- An interpreter to help you at appointments or when calling Absolute Total Care





# The reason for your sneezin’

**Seasonal sneezing could mean allergies.** Or it could be just another cold. How can you tell the difference? Here’s a handy chart:

Symptom	Common to colds?	Common to allergies?
Body aches	Yes	No
Cough	Yes	Yes
Fever	Yes	No
Mucus is yellow or green	Yes	No
Runny nose, congestion or sneezing	Yes	Yes

## Safe use of painkillers

Pain is our body’s way of telling us something is wrong. Pain helps us know there is a problem so that we can address it. When you have pain, you just want it to stop. Painkillers may help. But painkillers have side effects. It is important not to take too many. It is also important not to take them for too long.

The most common painkillers are available over the counter. Examples include:

- Acetaminophen (Tylenol)
- Ibuprofen (Motrin, Advil)
- Naproxen (Aleve)

These pills are good for mild to moderate pain. The most common side effects are to the stomach. Problems include upset stomach, ulcers and bleeding.

Other painkillers must be prescribed by a doctor. They include:

- Morphine
- Oxycodone (OxyContin, Percocet)
- Codeine
- Hydrocodone (Vicodin)

Your doctor may give you these pills after surgery or an injury. Side effects can include drowsiness, constipation and depressed breathing. Taking them for more than a few days can lead to addiction or overdose.

Do you have trouble managing your pain? Talk to your doctor. He or she can help you find the safest way to manage your pain.

*\*Starting April 1, 2018, Absolute Total Care will allow a five-day supply on initial opioid fills per the Governor’s Executive Order. Any request that exceeds this limit will require prior authorization. Certain conditions are exempt from this limitation.*



**ABSOLUTE TOTAL CARE**  
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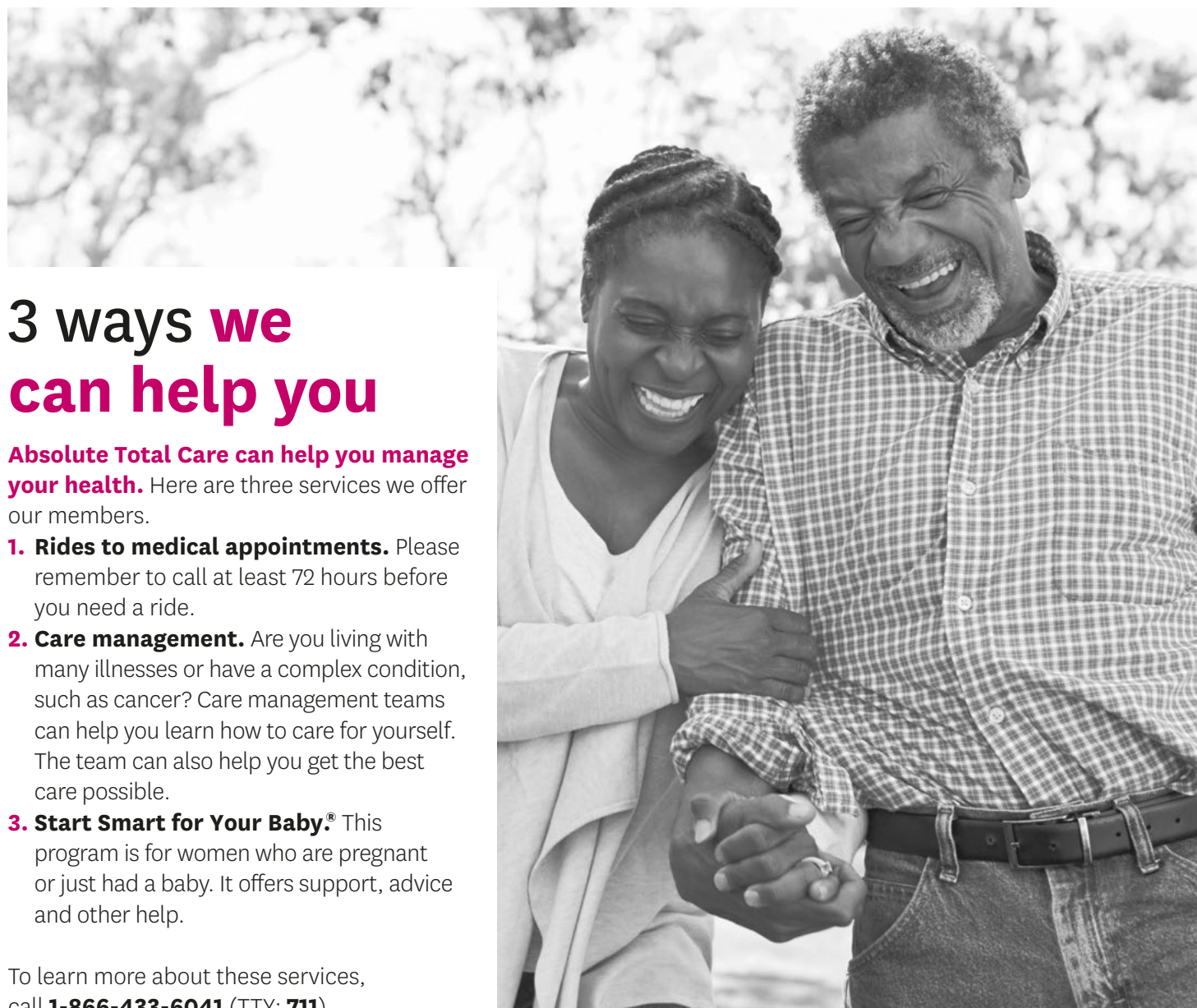
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## 3 ways **we** **can help you**

**Absolute Total Care can help you manage your health.** Here are three services we offer our members.

- 1. Rides to medical appointments.** Please remember to call at least 72 hours before you need a ride.
- 2. Care management.** Are you living with many illnesses or have a complex condition, such as cancer? Care management teams can help you learn how to care for yourself. The team can also help you get the best care possible.
- 3. Start Smart for Your Baby.®** This program is for women who are pregnant or just had a baby. It offers support, advice and other help.

To learn more about these services, call **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](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 ငွေအတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-866-433-6041 (TTY: 711) သို့ ခေါ်ဆိုပါ။