

A Connection to Care

Case managers are useful links to a member's healthcare team.

Often, a member's health situation warrants additional resources in order to help the individual navigate complex treatment and recovery options. Our case management discipline is a valuable resource available to members and it supports our provider's treatment plans.

ON THE JOB

Case managers are trained nurses and practitioners who coordinate the needs of patients. Typically, case managers work with chronically and catastrophically ill or injured patients. They are often assigned by the health plan to a member when it's recognized the member's particular condition needs complex coordinated care that the member may not be able to facilitate on his or her own.

A case manager connects the member with the healthcare team by providing a communication link between the member, his or her primary care physician, the member's family and other healthcare providers such as physical therapists and specialty physicians.

Case managers also collaborate to develop a plan for following treatment regimens including medication, diet and exercise recommendations.

ON YOUR TEAM

Case managers do not provide hands-on care, diagnose conditions or prescribe medication and treatment. The case manager helps a member understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. In this way, they become the eyes and ears for the healthcare team; and a resource for physicians, the member and the member's family.

Our team is here to support your team for such events as:

- Non-compliant member
- New diagnosis
- Complex multiple co-morbidities

Providers can directly refer members to our case management group. Providers may call Absolute Total Care for additional information about the case management services offered by 1-866-433-6041.

Ongoing Support for Asthma Patients

Asthma remains a significant cause of school absences, lost workdays and visits to the emergency room. According to The Agency for Healthcare Research and Quality estimates, its annual economic impact nears \$20.5 billion.

As part of Absolute Total Care's effort to continuously provide our members access to quality and effective care, we track the HEDIS measures related to asthma. Namely, we monitor whether members ages 5 to 50 with persistent asthma are being prescribed medications that are acceptable as primary therapy for long-term asthma control.

The list of acceptable medications is derived from the National Heart, Lung, and Blood Institute (NHLBI) National Asthma Education Prevention Program (NAEPP) guidelines.

What does this mean to you and your staff? Whenever the opportunity presents itself with patients, continue reinforcing the value of tracking their asthma events and medication use. Confirm that patients understand when and how to properly dispense medication.

Direct your patients to support resources available from Absolute Total Care in the form of disease management and case management staff. You, your staff and your patients may call 1-866-433-6041 for more information.



What Else Will You Find Online?

Absolute Total Care offers a variety of member and provider resources online. Spend a few moments to take advantage of the following online information:

- Current and archived provider posts
- Preferred drug list (PDL)
- Preventive and clinical practice guidelines



THE MOST UP-TO-DATE FORMULARY

The pharmacy department at Absolute Total Care is charged with providing the most clinically sound and cost-effective drug therapy for our members. Due to ever-changing market conditions, there is an ongoing evaluation of therapeutic classes and new drugs that arrive on the market.

Our Pharmacy and Therapeutics Committee, whose membership includes community-based physicians, pharmacists and other practitioners, make decisions for changes to the Preferred Drug List (PDL).

LEARN MORE: To get a printed copy of the most current PDL, which includes the procedures for prior authorization and other guidelines such as step therapy, quantity limits and exclusions, please call Provider Services at 1-866-433-6041.

You can also view the PDL online at www.absolutetotalcare.com.

A Shared Agreement

What our members can expect and what is expected of them.

Member rights and responsibilities cover their treatment, privacy and access to information. We have highlighted a few below. There are many more and we encourage you to consult your provider handbook to review them.

Member rights include, but are not limited to:

- Receiving all services that we must provide
- Assurance that member medical record information will be kept private
- Being able to ask for, and get, a copy of medical records, and being able to ask that the records be changed/corrected if needed

Member responsibilities include:

- Asking questions if they don't understand their rights
- Keeping scheduled appointments
- Having an ID card with them
- Always contacting their primary care physician (PCP) first for nonemergency medical needs
- Notifying their PCP of emergency room treatment



Considering Depression

About half of U.S. adults with depression get treatment, with only one in five receiving guideline recommended treatment.

Consider using a two-question tool for depression screening. Patients can fill out this questionnaire in the waiting room or as part of your new-patient forms.

- 1) Over the past six months, have you felt down, depressed or hopeless?
- 2) Over the past month, have you felt little interest or pleasure in doing things?

After an initial review of the responses with the patient, you can decide whether scheduling a follow-up office appointment or referring the patient to another provider makes sense.

TIP SHEET

Following are some practices that may be employed to help members keep follow-up appointments:

- Share fact sheets and follow-up materials.
- Educate members about the medicine(s) they take and how to obtain refills. Let them know what side effects they may expect.
- Ensure communication between the inpatient staff and outpatient providers.
- Involve the member's family in treatment recommendations, particularly related to lifestyle changes such as diet and exercise.
- Review any barriers for the member getting to his or her appointments, such as transportation, and notify Absolute Total Care of these issues. We can often help arrange transportation for our members.



BEHAVIORAL HEALTH

For Follow Up

We can help your staff with appropriate after-care appointments.

Absolute Total Care has been working aggressively to improve the follow-up rates for members who have been in the hospital for a mental illness. Outpatient follow-up within seven days of discharge is vital to members' recovery. It is an opportunity to support their transition back into the community and, if they are using medicine, to ensure they are taking it correctly.

Please contact Absolute Total Care if you have any difficulty arranging post-discharge appointments. We have staff who will work with your facility staff to make these arrangements.

If you're an outpatient provider, and you cannot meet the appointment needs of these discharging members, or if you have more availability than is being utilized, contact your Provider Relations Representative or Network Manager to let them know.

Absolute Total Care will continue to work diligently with our facilities, outpatient providers and members to schedule these valuable appointments. Here are some ways we can help:

- Scheduling assistance to obtain follow-up appointments within the seven-day time frame.
- Appointment reminder calls to members.
- Member transportation assistance.



A Good Start for Pregnant Members

With your help, we can identify pregnant members and direct them to the services they need in order to have the healthiest possible pregnancy, birth and baby.

The best way to notify us about a pregnant member is by submitting a Notification of Pregnancy form (NOP). When you send in an NOP, you're helping us reach women early in their pregnancy so that those who are considered high risk can be referred to our case managers, as needed.

We also offer members the START SMART for Your Baby™ program, which helps women who are pregnant or who have just had a baby. Your staff and patients can learn more at startsmartforyourbaby.com.

Access to You Is Key to Care

Geographic proximity is one of our performance standards.

The availability of our network practitioners is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate you working with us to accommodate our members' clinical needs. In order to ensure appropriate care, we have adopted the geographic accessibility standards below. Per the South Carolina Department of Health and Human Services Policy and Procedure Guide for Managed

Care Organizations the following applies:

- Primary Care Providers should be within a maximum of 30 miles of the Medicaid MCO member's place of residence
- Specialty Care Providers should be within a maximum of 50 miles of the Medicaid MCO member's place of residence

Thank you for complying with this assessment and providing the highest quality care for our members.



ONLINE: Visit www.absolutetotalcare.com for additional resources, including training documents, electronic transactions details and our provider manual.

ABSOLUTE TOTAL CARE



MEMBER SERVICES
SERVICIOS A LOS MIEMBROS

1-866-433-6041

HEALTHY
CONNECTIONS

1-877-552-4642

