

2022 MEMBER HANDBOOK CHANGE CONTROL RECORD

Date	Section	Page(s)	Change
3/22/2022	Advance Directives	51	Changed CaringInfo link: https://www.caringinfo.org/wp-content/uploads/SouthCarolina.pdf
3/23/2022	Your Member Identification (ID) Card	10	Updated ID Card image with new updated image
3/23/2022	Scheduling/Appointment Waiting Times	16	Removed bullet: Emergency visits should be seen immediately
3/23/2022	Scheduling/Appointment Waiting Times	16	Added new bulleted section following: You should be able to get an appointment with your specialist as follows
3/23/2022	Scheduling/Appointment Waiting Times	16	Added new bulleted section following: You should be able to get an appointment with your behavioral health provider as follows
3/23/2022	Protecting Your Privacy	57	Under Covered Entities Duties: Modified the paragraphs. In 2nd paragraph, added last sentence: All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.
3/23/2022	Protecting Your Privacy	58	Under 'Uses and Disclosures of Your PHI': Added 'Permissible' before 'Uses and Disclosures of Your PHI'
3/23/2022	Protecting Your Privacy	58	Under 'Permissible Uses and Disclosures of Your PHI': Modified treatment bullet.
3/23/2022	Protecting Your Privacy	58	Under 'Permissible Uses and Disclosures of Your PHI': Modified payment bullet.
3/23/2022	Protecting Your Privacy	59	Added bullet: Other Permitted or Required Disclosures of Your PHI: added bullets titled 'fundraising activities' and 'underwriting purposes'
3/23/2022	Protecting Your Privacy	60	Under 'Coroners, Medical Examiners and Funeral Directors' replaced the word 'needed' with 'necessary' in both areas.
3/23/2022	Protecting Your Privacy	60	Added bullet for inmates
3/23/2022	Protecting Your Privacy	61	Removed 'Verbal agreements to uses and disclosure of your PHI'
3/23/2022	Protecting Your Privacy	61	Under 'Uses and Disclosures of Your PHI that Require Your Written Authorization' removed last paragraph.
3/23/2022	Protecting Your Privacy	62	Changed 'Your rights' to 'Individual rights'

3/23/2022	Protecting Your Privacy	62	Under 'Individual rights', added paragraph 'Right to Revoke an Authorization'
3/23/2022	Protecting Your Privacy	62	Under 'Individual rights' – modified 'Right to Request Restrictions' paragraph
3/23/2022	Protecting Your Privacy	62	Changed 'Right to change your PHI' to 'Right to amend your PHI'
3/23/2022	Protecting Your Privacy	62	Under 'Right to amend your PHI' – added sentence: Your request must be in writing, and it must explain why the information should be amended.
3/23/2022	Protecting Your Privacy	62	Under 'Right to file a complaint' – added this to last sentence in paragraph: 'in writing or by phone using the contact information at the end of this Notice'
3/23/2022	Protecting Your Privacy	63	Under 'Right to Receive a Copy of this Notice' – revised both sentences in paragraph
4/11/2022	Behavioral Health	22	Changed 2nd paragraph to: Absolute Total Care manages behavioral healthcare through comprehensive individualized care plans. Removed: service plans, which may include goals involving employment, housing, education and social involvement.
4/11/2022	Behavioral Health	22	Modified 3rd bullet in 3rd paragraph to say 'individualized care plan' instead of 'treatment plan'
4/11/2022	Behavioral Health	22	Removed last bullet in 3rd paragraph
4/11/2022	Rehabilitative Therapy for Members Ages 20 and Under	29	Modified 1st paragraph in section, removing mental retardation; added 'intellectual/' to 'developmental delays'
4/11/2022	Care Management	34	Rewrote the two paragraphs in the section
4/11/2022	Lead Case Management	36	Removed section
4/11/2022	Filing an Appeal	45	Under Expedited Appeal: removed 2nd sentence in 2nd paragraph (An expedited appeal does not require written confirmation).
4/11/2022	Filing an Appeal	45	Under Expedited Appeal (5th paragraph): changed 'grievance' to 'appeal'
4/12/2022	Member Services	11	Added bullet: How to get medical advice when you cannot
4/12/2022	Member Services	11	Modified 9th bullet, emergency care, to include urgent care
4/12/2022	Member Services	11	Added last bullet: Other healthcare questions you may have.
4/12/2022	Member Services Member Connections	31	Removed section
4/15/2022	Protecting Your Privacy	59	Modified paragraphs: 'as required by law', 'public health activities' and 'Victims of Abuse and Neglect'
8/3/2022	Services Covered and Not Covered by Absolute Total Care	17	Under the table, added a row for BabyNet
8/3/2022	BabyNet	29	Added BabyNet section
8/4/2022	Benefit Information	16	Under 'Copayments/Cost-Sharing' – added last bullet about Members of a federally recognized tribe

8/9/2022	Welcome	1	Removed 'new' from 1st sentence
8/9/2022	Services Covered and Not Covered by Absolute Total Care	22	Deleted small table, 'Absolute Total Care members exempt from copayment'
8/9/2022	Member Grievances and Appeals	42	Under 'How to File a Grievance' – added suite # to our address
8/9/2022	Fraud, Waste and Abuse	47	Under 'Fraud, Waste, and Abuse' – added suite # to our address