



1441 Main Street  
 Suite 900  
 Columbia, SC 29201

## Quality Improvement Program

Absolute Total Care (Medicare-Medicaid Plan) is improving the quality of care for our members. We created a Quality Improvement (QI) Program to help you become healthy and stay healthy. The main goal of this program is to make sure you receive quality care and services that are safe for your healthcare needs.

Absolute Total Care has a medical director who oversees all of the QI Program activities. These activities will look at your health in different ways. Activities include preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care, and patient safety. All of these activities will make sure that you are receiving the highest quality of care.

### Healthcare Effectiveness Data and Information Set (HEDIS®)

Every year, Absolute Total Care is measured on the progress of our quality goals. The tool used to measure our progress is called the Healthcare Effectiveness Data and Information Set, or HEDIS. HEDIS scores let Absolute Total Care know which program activities are needed to help improve the healthcare of our members.

Below are results for selected measures from the last three calendar years for the Medicare-Medicaid Plan (MMP):

| Measure   | CY 2016 | CY 2017 | CY 2018 |
|---|---------|---------|---------|
| Diabetes HgbA1C testing   | 91.58%  | 91.05%  | 91.48%  |
| Diabetes HgbA1c Adequate Control (<8%)  | 53.68%  | 48.59%  | 53.77%  |
| Diabetes Eye Exam   | 46.32%  | 51.15%  | 58.15%  |
| Diabetes Medical Attention to Nephropathy   | 90.43%  | 95.23%  | 94.16%  |
| Controlling High Blood Pressure (BP <150/90 in CY 2016 and CY 2017; <140/90 in CY 2018) | 40.34%  | 42.58%  | 48.18%  |

### Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also uses a survey called the Consumer Assessment of Healthcare Providers and Systems, or CAHPS, to ask our members how we are doing. Every year, you will have a chance to fill out the survey. You can tell us about your member experience and the services you received. You can also tell us about the availability of your primary care provider (PCP) and how you were treated. The CAHPS results are reviewed by Absolute Total Care. The results show us where we need to make improvements.

Below are results for selected measures from the last three calendar years (2017 baseline) for the MMP:

| Measure                       | 2017 MMP CAHPS | 2018 MMP CAHPS | 2019 MMP CAHPS |
|-------------------------------|----------------|----------------|----------------|
| Getting Needed Care           | 62.2%          | 61.8%          | 65.5%          |
| Getting Care Quickly          | 53.6%          | 56.6%          | 58.4%          |
| Rating of Health Plan         | 70.7%          | 73.9%          | 75.5%          |
| Rating of Personal Doctor     | 78.5%          | 75.3%          | 79.7%          |
| Rating of Health Care Quality | 61.3%          | 58.9%          | 62.9%          |
| How Well Doctors Communicate  | 79.8%          | 79.9%          | 80.5%          |
| Customer Service              | 79.6%          | 80.9%          | 81.2%          |

Our primary goal is to improve our members' health and services through different programs.

If you have questions or would like to know more about our programs, please call Member Services at 1-855-735-4398 (TTY: 711) and ask to speak to the Quality Improvement Department, which is available from 8 a.m. to 5 p.m., Monday through Friday. Member Services hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.

Absolute Total Care (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid to provide benefits of both programs to enrollees.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-4398 (TTY: 711) de 8 a.m. a 8 p.m., de lunes a viernes. Luego del horario de atención, los fines de semana y los días feriados federales, es posible que se le pida que deje un mensaje. Le devolveremos la llamada el próximo día hábil. La llamada es gratuita.

**Notice of Non-Discrimination.** Absolute Total Care (Medicare-Medicaid Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Absolute Total Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Absolute Total Care: → Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).  
→ Provides 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 Absolute Total Care's Member Services at 1-855-735-4398 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.

If you believe that Absolute Total Care 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 by calling the number above and telling them you need help filing a grievance; Absolute Total Care's Member Services is 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, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Language Services

**ATTENTION:** If you do not speak English, language assistance services are available to you, free of charge. Call 1-855-735-4398 (TTY: 711).

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-4398 (TTY: 711).

ملحوظة: إذا كنت لا تجيد التحدث باللغة الإنجليزية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-735-4398 (رقم هاتف الصم والبكم: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-735-4398 (TTY: 711).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-735-4398 (TTY: 711).

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-735-4398 (TTY: 711).

**ATENÇÃO:** Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame 1-855-735-4398 (TTY: 711).

**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請電 1-855-735-4398 (TTY: 711)。

**RUAHSAKNAK:** Mirang ttong hmang nan um silen, Mirang ttong thawn pehpar aw in a lak in bawm nak a um. Himi ah in contact thei asi: 1-855-735-4398 (TTY: 711).

**ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-735-4398 (TTY: 711) पर कॉल करें।

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-735-4398 (TTY: 711) 번으로 전화해 주십시오.

**THEIHTERNAK:** Mirang holh a thiammi na si ahcun, holh lei kongkau bawmchanh khawhnak a lak in nangmah caah a um. Hika hin au hna 1-855-735-4398 (TTY: 711).

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-735-4398 (ATS : 711).

ဟံသျှ်ဟံသးဘၣ်တက့ၢ်-ဝဲန့ၣ်တကတိၤအဲးကလံးအကျိၣ်ဘၣ်န့ၣ်,ကျိၣ်အတၢ်ဆိၣ်ထွဲမၤစၢၤအတၢ်ဖဲတၢ်မၤတဖၣ်အိၣ်ဝဲဒၣ်လၢနဂီၢ်လၢတလိၣ် ဟ့ၣ်အပူၤဘၣ်န့ၣ်လီၤ.ကိးဘၣ် 1-855-735-4398 (TTY: 711) တက့ၢ်.

**ማሳሰቢያ:-** ከማርች 1 ማርች 31 ስሆን የቋንቋ እገዛ አገልግሎቶች ያለ ምንም ክፍያ ለእርስዎ ሊሰጡ ይችላሉ። ወደ 1-855-735-4398 (TTY: 711) ይደውሉ።

သတိပြုရန်။ သင် မြန်မာစကားပြောပါက အခမဲ့ ဘာသာပြန် ဝန်ဆောင်မှုကို ရရှိနိုင်သည်။ 1-855-735-4398 (TTY: 711) ကိုခေါ်ပါ။