

Absolute Total Care (Medicare-Medicaid Plan) | 2020 *Provider and Pharmacy Directory*

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Absolute Total Care (Medicare-Medicaid Plan) and lists all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.



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A. Disclaimers

- ❖ 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.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers that you may see as an Absolute Total Care member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Absolute Total Care’s network providers for members who live in the following counties, cities, and/or towns in South Carolina’s **Coastal Region**:

Beaufort County Cities/Towns			
Beaufort	Burton	Laurel Bay	Shell Point
Bluffton	Hilton Head Island	Port Royal	Yemassee

Berkeley County Cities/Towns			
Bonneau Beach	Hanahan	Moncks Corner	Sangaree
Bonneau	Jamestown	Pinopolis	Saint Stephen
Charleston	Ladson	Russellville	Summerville
Goose Creek			

Calhoun County Cities/Towns			
Cameron	Saint Matthews		

Charleston County Cities/Towns			
Awendaw	Kiawah Island	Meggett	Rockville

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Charleston County Cities/Towns

Charleston	Ladson	Mount Pleasant	Seabrook Island
Folly Beach	Lincolnton	North Charleston	Sullivan's Island
Hollywood	McClellanville	Ravenel	Summerville
Isle of Palms			

Chesterfield County Cities/Towns

Cheraw	Jefferson	Mount Croghan	Patrick
Chesterfield	McBee	Pageland	Ruby

Clarendon County Cities/Towns

Alcolu	Paxville	Summerton	Turbeville
Manning			

Colleton County Cities/Towns

Cottageville	Islandton	Lodge	Walterboro
Edisto Beach	Jacksonboro	Smoaks	Williams

Dillon County Cities/Towns

Dillon	Lake View	Latta	
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Florence County Cities/Towns

Coward	Lake City	Pamplico	Scranton
Florence	Olanta	Quinby	Timmonsville
Johnsonville			

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Georgetown County Cities/Towns

Andrews	Georgetown	Murrells Inlet	Pawleys Island
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Hampton County Cities/Towns

Brunson	Gifford	Luray	Varnville
Estill	Hampton	Scotia	Yemassee
Furman			

Jasper County Cities/Towns

Hardeeville	Ridgeland		
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Lee County Cities/Towns

Bishopville	Lynchburg		
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Marion County Cities/Towns

Marion	Mullins	Nichols	Sellers
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Marlboro County Cities/Towns

Bennettsville	Cilo	Tatum	Wallace
Blenheim	McColl		

Orangeburg County Cities/Towns

Bowman	Elloree	Neeses	Rowesville
Branchville	Eutawville	North	Santee
Cope	Holly Hill	Norway	Springfield
Cordova	Livingston	Orangeburg	Woodford
Vance			

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Williamsburg County Cities/Towns

Andrews	Hemingway	Lane	Stuckey
Greeleyville	Kingstree		

This is a list of Absolute Total Care’s network providers for members who live in the following counties, cities, and/or towns in South Carolina’s **Upstate Region**:

Abbeville County Cities/Towns

Abbeville	Donalds	Honea Path	Lowndesville
Antreville	Due West	Lake Secession	Ware Shoals
Calhoun Falls			

Allendale County Cities/Towns

Allendale	Fairfax	Martin	Sycamore
Ulmer			

Anderson County Cities/Towns

Anderson	Belton	Honea Path	Iva
Pelzer	Pendelton	Starr	West Pelzer
Williamston			

Bamberg County Cities/Towns

Bamberg	Ehrhardt	Govan	Olar
Denmark			

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Barnwell County Cities/Towns

Barnwell	Elko	Kline	Williston
Blackville	Hilda	Snelling	

Chester County Cities/Towns

Chester	Fort Lawn	Great Falls	Richburg
Eureka Mill	Gayle Mill	Lowrys	

Edgefield County Cities/Towns

Edgefield	Johnston	Murphy's Estate	Trenton
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Fairfield County Cities/Towns

Jenkinsville	Ridgeway	Winnsboro Mills	Winnsboro
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Greenville County Cities/Towns

Berea	Golden Grove	Piedmont	Tigerville
City View	Greenville	Princeton	Travelers Rest
Dunean	Greer	Sans Souci	Wade Hampton
Five Forks	Judson	Simpsonville	Ware Place
Gantt	Parker	Taylors	

Greenwood County Cities/Towns

Greenwood	Hodges	Ninety Six	Troy
Ware Shoals			

Kershaw County Cities/Towns

Bethune	Camden	Elgin	Lugoff
Boykin			

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Laurens County Cities/Towns

Clinton	Gray Court	Mountville	Waterloo
Cross Hill	Joanna	Princeton	Watts Mills CDP
Fountain Inn	Laurens		

Lexington County Cities/Towns

Batesburg-Leesville	Gilbert	Pineridge	Springdale
Cayce	Irmo	Red Bank	Summit
Chapin	Lexington	Seven Oaks	Swansea
Columbia	Oak Grove	South Congaree	West Columbia
Gaston	Pelion		

McCormick County Cities/Towns

Clarks Hill	Modoc	Parksville	Willington
McCormick	Mount Carmel	Plum Branch	

Newberry County Cities/Towns

Little Mountain	Peak	Prosperity	Whitmire
Newberry	Pomaria	Silverstreet	

Richland County Cities/Towns

Arcadia Lakes	Dentsville	Gadsden	Lake Murray of Richland CDP
Blythewood	Eastover	Hopkins	Saint Andrews
Columbia	Forest Acres	Irmo	Woodfield

Saluda County Cities/Towns

Batesburg-Leesville	Ridge Spring	Saluda	Ward
Monetta			

(This section is continued on the next page.)



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Spartanburg County Cities/Towns

Arcadia	Cross Anchor	Inman	Saxon
Boiling Springs	Duncan	Inman Mills	Southern Shops
Campobello	Enoree	Landrum	Spartanburg
Central Pacolet	Fairforest	Lyman	Startex
Chesnee	Fingerville	Mayo	Valley Falls
Clifton	Glendale	Pacolet	Wellford
Converse	Gramling	Reidville	Woodruff
Cowpens	Greer	Roebuck	

Union County Cities/Towns

Buffalo	Jonesville	Monarch Mill CDP	Union
Carlisle	Lockhart		

- ❖ Out-of-network/non-contracted providers are under no obligation to treat Absolute Total Care members, except in emergency situations. Please call our member services number or see your Member Handbook for more information, including the cost-sharing that applies to out-of-network services.
- ❖ This Directory lists providers of both Medicare and Healthy Connections Medicaid services.
- ❖ 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.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 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. The call is free.
- ❖ If you want to get documents in a different language and/or format for future mailings, please call Member Services. This is called a “standing request”. We will document your choice. If later, you want to change the language and/or format choice, please call Member Services. Find the Member Services phone number at the bottom of this page. You can also email ATC_SC_MMP@centene.com.

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- ❖ The list is up-to-date as of the day you do your search, but you need to know that:
 - Some Absolute Total Care network providers may have been added or removed from our network after this Directory was published.
 - Some Absolute Total Care providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at the number at the bottom of the page and we will help you.
 - To get the most up-to-date information about Absolute Total Care's network providers in your area, visit or call Member Services at the website or number at the bottom of the page. The call is free.

Doctors and other health care professionals in Absolute Total Care's network are listed on pages in the *Primary Care Provider and Specialty* sections. Pharmacies in our network are listed on pages in the *Pharmacy* section.



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B. Providers

B1. Key terms

This section explains key terms you'll see in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called network providers.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider (PCP)** is a family practice physician, a general practitioner, a primary care clinic, or an internal medicine physician who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a referral if you need to see a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your primary care provider (PCP) must give you approval before you can see the other someone that is not your PCP. If you don't get a referral, Absolute Total Care may not cover the service.
 - Referrals from *network PCP* are not needed for:
 - Emergency care;
 - Urgently needed care;



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- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or
- Services from a women's health specialist.
- Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
- More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a **care coordinator** and a **Care Team** that you choose.
 - A **care coordinator** helps you manage your medical providers and services.
 - Your **Care Team** is a group of advocates and providers working together to provide you with medical, behavioral health, psychosocial, social care, and long-term services and supports in the community or in a facility. You are a member of your Care Team, and you can tell us who else you would like to participate. Unless you tell us otherwise, your Care Team will include:
 - You
 - Your care coordinator
 - Your Primary Care Provider (PCP)
 - Your behavioral health clinician (if you have one)
 - Your long-term services and supports (LTSS) providers (if you have them). These include:
 - Your Home Again Transition Coordinator
 - Your waiver services provider
 - Your Community Long Term Care (CLTC) waiver case manager
 - A pharmacist, and
 - Representatives from the facility where you get care
 - Your Care Team **can also include** the following people, if it is appropriate and if you agree:
 - Nurses, specialists, social workers, and other people who can provide expert advice
 - Family members
 - Other informal caregivers



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- Advocates
- State agency or other case managers
- Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

B2. Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider.

To choose a PCP, go to the list of providers and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call your care coordinator at 1-855-735-4398, 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. The call is free. TTY/TDD: 711. You can also call Member Services or visit our website using the information at the bottom of the page.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term services and supports (LTSS)

You may be able to get long-term services and supports (LTSS), such as environmental modification (minor changes to your home), pest control, home delivered meals, and respite care (relief for your primary caregiver, either in an in-patient facility or at your home).

LTSS help for people who need assistance to do everyday tasks like taking a bath, getting dressed, and making food. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

LTSS are available to members who are on certain waiver programs operated by the Community Long Term Care (CLTC) division of Healthy Connections Medicaid. Those waivers are:

- Community Choices waiver

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- HIV/AIDS waiver
- Mechanical Ventilator Dependent waiver

Members on different waivers can get different kinds and amounts of LTSS. If you think you need LTSS, you can talk to your care coordinator about how to access them and whether you can join one of these waivers. Your care coordinator can give you information about how to apply for an appropriate waiver, and all of the resources available to you under the plan.

B4. How to identify providers in Absolute Total Care’s Network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in Section B1 of this Directory.

You must get all of your covered services from providers within our network. If you go to providers who are not in Absolute Total Care’s network (without prior authorization or approval from us), you will have to pay the bill.

A prior authorization is an approval from Absolute Total Care before you can get a specific service, drug, or see an out-of-network provider. Absolute Total Care may not cover the service or drug if you don’t get approval.

The exceptions to this rule are during your first 180 days in our plan or when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Absolute Total Care gives you permission first.

- You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.
- Absolute Total Care works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need to see a provider and are not sure if they offer the accommodations you need, Absolute Total Care can help you. Talk to your care coordinator for assistance.

B5. How to find Absolute Total Care providers in your area

This provider directory is organized by provider type, county, and city. Look for the type of provider first (for example, PCP, cardiologist, etc.), then look for your county and city to find a provider close to your home. You can also visit the website at mmp.absolutetotalcare.com for the most current provider listing.



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B6. List of network providers

This Directory of Absolute Total Care's network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers;
- **Facilities** including hospitals, nursing facilities, Federally Qualified Health Centers (FQHCs), and infusion centers; and
- **Support providers** including long-term services and supports (LTSS) providers of adult day health care, attendant care, companion services, environmental modification, home-delivered meals, incontinence supplies, nutritional supplements, personal care services, Personal Emergency Response System (PERS), private duty nursing, respite care, and specialized medical equipment and supplies.

Providers are listed in alphabetical order by last name. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.



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Accessibility Information

Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor's office to talk about your access needs.

Accessibility Requirements:




Basic: Facility represents all seven accessibility requirements.

Limited: Facility is missing one or more of the seven accessibility requirements.

<i>Indicator</i>	<i>Definition</i>	<i>Criteria</i>
ASL	Signage (ASL)	Signage with Braille and raised tactile text characters at office, elevator, and restroom doors.
E	Exam room	The entrance to the exam room is accessible, with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.
EB	Exterior building	Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter user. Handrails are provided on both sides of the ramp. Doors open wide enough to let a wheelchair or scooter user enter and have handles that are easy to use.
IB	Interior building	Doors open wide enough to let a wheelchair or scooter user enter and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. The elevator has easy to hear sounds and Braille buttons within reach. The elevator has enough room for a wheelchair or scooter user to turn around. If there is a platform lift, it can be used without help.
P	Parking	Parking spaces, including van accessible space(s), are accessible. Pathways have curb ramps between the parking lot, office, and at drop-off locations.
R	Restroom	The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.



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T	Exam table/scale	The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.
~	Rx	This pharmacy can provide an extended day supply.
+	New patients	Physician is currently accepting new patients.
#	Existing only	Physician is currently accepting existing patients only.
*	No patients	Physician is currently not accepting patients at this time.
	Bus route	Provider indicated this location is on bus route.



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C. Absolute Total Care's network providers

You may get services from any of the providers on this list.

For some services, you may need a referral from your PCP.



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D. Support Providers – Long-Term Services and Supports (LTSS)

D1. Adult Day Health Care

Adult Day Health Care (ADHC) centers offer medically-supervised care and services at a licensed day care center. Limited skilled nursing procedures as ordered by a physician may be provided by the ADHC nurse at the center. Transportation to and from the home is provided within 15 miles of the center. These services are available to members on the Community Choices waiver, operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D2. Attendant Care

Attendant Care services are available to members on the Community Choices waiver, the HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. These services are member-directed. Contact your care coordinator for information about accessing these services and the providers available in your community.

D3. Companion Services

Companion services provide short-term relief for caregivers and needed supervision for members. They are available to members on the Community Choices waiver or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D4. Environmental Modification

Environmental modification services provide pest control and minor adaptations to the home. They are available to members on the Community Choices waiver, the HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D5. Home Delivered Meals

Regular or special diet meals can be delivered to your home. These services are available to members on the Community Choices waiver, the Mechanical Ventilator Dependent waiver, or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

D6. Incontinence Supplies

Limited incontinence supplies are available to members on the Community Choices waiver or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

Incontinence supplies are also covered as a home health benefit for members who are not on a waiver. Please see Chapter 4 of the *Member Handbook* for information.

D7. Nutritional Supplements

Limited nutritional supplements are available to members on the Community Choices waiver, the HIV/AIDS waiver, and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D8. Personal Care Aide

Personal Care Aides provide two levels of help. Personal Care Level 1 provides assistance with general household duties. Personal Care Level 2 helps with activities such as bathing, dressing, preparing meals, housekeeping, and observing health signs. These services are available to members on the Community Choices waiver, the HIV/AIDS waiver, and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D9. Personal Emergency Response System (PERS)

PERS provides an electronic device, which enables high-risk individuals to secure help in the event of an emergency. These services are available to members on the Community Choices waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D10. Private Duty Nursing

Private Duty Nursing services provide skilled medical monitoring, direct care, and intervention in order for health care needs to be maintained through home support. These services are available to members on the HIV/AIDS waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

D11. Respite Care

Respite Care services provide temporary relief for your primary caregiver in an in-patient facility or at your home. For members on the Community Choices waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division, respite care can be provided in a Community Residential Care Facility (CRCF) or an in-patient facility (nursing facility or hospital). For members on the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division, respite care can be provided in a nursing facility or at your home. Contact your care coordinator for information about accessing these services and the providers available in your community.

D12. Specialized Medical Equipment and Supplies

Members on the Community Choices waiver or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division can get medical supplies to assist with care at home. Contact your care coordinator for information about accessing these services and the providers available in your community.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

E. Pharmacies

This part of the Directory provides a list of pharmacies in Absolute Total Care's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

- Absolute Total Care members must use network pharmacies to get prescription drugs.
 - You must use network pharmacies except in emergency or urgent care situations.
 - If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Absolute Total Care *Member Handbook* for more information.
- Some network pharmacies may not be listed in this Directory.
 - Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Absolute Total Care network pharmacies in your area, please visit our web site or call Member Services using the information at the bottom of the page.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Absolute Total Care's *List of Covered Drugs*. The current List of Covered Drugs can be found on our web site at mmp.absolutetotalcare.com. Or you may contact Member Services using the information at the bottom of the page.

E1. How to identify pharmacies in our network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies
- Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions, such as cancer, rheumatoid arthritis, hemophilia, or H.I.V.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

You are not required to continue going to the same pharmacy to fill your prescriptions.

E2. Long-term supplies of prescriptions

- **Mail Order Programs.** We offer a mail order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 90-day supply has the same copay as a one-month supply.**



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

F. Absolute Total Care's Network Pharmacies

This pharmacy directory is organized by pharmacy type, county, and city. Look for the type of pharmacy first (for example, retail, mail order, home infusion, etc.), then look for your county and city to find a pharmacy close to your home. You can also visit the website at mmp.absolutetotalcare.com for the most current pharmacy listing. You can go to any of the pharmacies in our network.

F1. Retail and chain pharmacies



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

F2. Mail order pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program. If the mail order pharmacy gets a prescription directly from a prescriber, they will call you first to confirm you want the drug(s). Please make sure to let the pharmacy know the best way to contact you.

You also have the choice to sign up for automated mail order delivery.

Typically, you should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at the number at the bottom of the page. To learn more about mail order pharmacies, see Chapter 5 of the *Member Handbook*.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

F3. Home infusion pharmacies

To get information on Home Infusion Pharmacies, please call Member Services at 1-855-735-4398. 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. TTY users call 711. The call is free. For more information, visit mmp.absolutetotalcare.com.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

F4. Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Absolute Total Care through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, see Chapter 5 of the *Member Handbook*.

Long-term care pharmacies are generally for residents of a long-term care facility and may not be available to all members. For more information, please call 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. The call is free.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

F5. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, or H.I.V. For more information, please call 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. The call is free.



If you have questions, please call Absolute Total Care 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. The call is free. **For more information**, visit mmp.absolutetotalcare.com.

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,ကျိၣ်အတၢ်ဆီၣ်ထွဲမၤစၢၤအတၢ်ဖဲတၢ်မၤတဖၣ်အိၣ်ဝဲဒၣ်လၢနဂီၢ်လၢတလိၣ် ဟ့ၣ်အပူၤဘၣ်န့ၣ်လီၤ.ကိးဘၣ် 1-855-735-4398 (TTY: 711) တက့ၢ်.

ማሳሰቢያ:- ኦማርኛ የሚናገሩ ከሆነ 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။