

# **Absolute Total Care (Medicare-Medicaid Plan) | 2021 *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](http://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

**Darlington County Cities/Towns**

Darlington	Lamar	North Hartsville	Society Hill
Hartsville	Lydia		

**Dillon County Cities/Towns**

Dillon	Lake View	Latta	
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**Dorchester County Cities/Towns**

Harleyville	North Charleston	Ridgeville	Summerville
Lincolnton	Reevesville	St. George	

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**Florence County Cities/Towns**

Coward	Lake City	Pamplico	Scranton
Florence	Olanta	Quinby	Timmonsville
Johnsonville			

**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			

**Horry County Cities/Towns**

Atlantic Beach	Briarcliffe Acres	Loris	North Myrtle Beach
Aynor	Conway	Myrtle Beach	Surfside Beach

**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			

**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			

*(This section is continued on the next page.)*



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**Anderson County Cities/Towns**

Anderson	Belton	Honea Path	Iva
Pelzer	Pendelton	Starr	West Pelzer
Williamston			

**Bamberg County Cities/Towns**

Bamberg	Ehrhardt	Govan	Olar
Denmark			

**Barnwell County Cities/Towns**

Barnwell	Elko	Kline	Williston
Blackville	Hilda	Snelling	

**Cherokee County Cities/Towns**

Blacksburg	Chesnee	Gaffney	Smyrna
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**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			

**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		

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### 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			

### 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	

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### 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.
- ❖ To always get this document and other material in another language, now and in the future, 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](mailto:ATC_SC_MMP@centene.com).
- ❖ 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
- o 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: 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 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](http://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:

**All Criteria Met:** if the provider meets all (49) Critical Elements (CE) for disability access in four main areas:  
 Parking, Exterior Building, Interior Building, and Programmatic Access.

**Some Criteria Met:** if the provider does not meet one or more of the CEs.

**No Criteria Met:** if provider reports having no disability access for all of the CEs.


**Details Pending:** if there is no data to support any of the four main areas.

Indicator	Definition	Criteria
P	Parking	Parking spaces and van-accessible space(s), are accessible. Curbs to on-site parking, public transportation, and the sidewalk at the site entrance have curb ramps.
EB	Exterior Building	There is an accessible ramp to the building. Curb ramps and other ramps to the building are wide enough for a wheelchair/scooter. There are handrails on both sides of the ramp. Doors are wide enough for wheelchair/scooter to enter and the doors have handles that are easily opened.

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IB	Interior Building	Doors are wide enough for a wheelchair/scooter and have handles that are easily opened. There are interior ramps that have handrails. If an elevator is present, it must be free for public use. The elevator has easy-to-hear sounds and Braille buttons within reach. The elevator is large enough for a wheelchair/scooter to turn around. The restroom is accessible, has doors wide enough for wheelchair/scooter, and are easy to open. Offices have accessible equipment and clear for space where the equipment is for side transfers by wheelchair or scooter users. Lift equipment exists when needed. If office has a chair lift, it can be used without help.
PA	Programmatic Access	Programmatic access includes, but is not limited to: accessible communication and materials in other formats given in a timely manner, staff help with follow-up visit planning, and other disability-related support (people with disabilities who cannot wait in waiting room are seen right away).
~	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 not currently accepting patients at this time.
	Bus route	Provider indicated this location is on bus route.

Absolute Total Care cannot guarantee the accuracy of provider self-reported disability access information as it has not been verified by the health plan through an in-person Accessibility Site Review (ASR). Members are encouraged to contact the provider in advance to ask about disability access, and to contact the health plan immediately if the self-reported information is not accurate.



**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](http://mmp.absolutetotalcare.com).

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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](http://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](http://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](http://mmp.absolutetotalcare.com).

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## 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 website 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 website at [mmp.absolutetotalcare.com](http://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 HIV.



**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](http://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](http://mmp.absolutetotalcare.com).



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## 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](http://mmp.absolutetotalcare.com) for the most current pharmacy listing. You can go to any of the pharmacies in our network.



**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](http://mmp.absolutetotalcare.com).

## 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](http://mmp.absolutetotalcare.com).

## F2. Mail order pharmacy

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](http://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](http://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](http://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](http://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 HIV. 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](http://mmp.absolutetotalcare.com).