



Getting Your Wellcare Prime Member Handbook

Your Wellcare Prime Member Handbook is a valuable tool to help you understand your benefits and rights as a member of our plan. It also has information on who to contact for different issues.



How to Get a Copy of the Member Handbook

You can get your Member Handbook in a few ways:

- If you have access to the internet, visit:
mmp.absolutetotalcare.com/benefits/member-handbook.html
- If you want the Member Handbook mailed to you, call **1-855-735-4398 (TTY 711)**. We are available 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 request a mailed copy, you will get it about seven days after you submit your request.

Please note: The Member Handbook for the following plan year will be available on October 15th.



What Important Information Is in Your Member Handbook?

Below is some of the information you can get from your Member Handbook.

1 Getting started as a member

- What to expect when you first join our health plan.

2 Important phone numbers and resources

- Contacts for billing questions, coverage decisions, appeals about your healthcare, and more.
- How to contact your care coordinator.
- How to contact the Nurse Advice Line, which is available 24 hours a day, seven days a week by calling **1-855-735-4398 (TTY 711)**.

3 Using the plan's coverage for your healthcare and other covered services

- How to get your healthcare, behavioral health, and long-term services and supports covered by the plan.
- How to choose your primary care provider (PCP).
- How to get care from specialists, other network providers and out-of-network providers.
- How to get covered services when you have a medical emergency or urgent need for care.
- What to do if your provider bills you for services.

4 Benefits chart

- Has a description of services and items that our plan covers, along with:
 - Any costs; and
 - Any prior authorization or referrals needed before you get a service or item.
- Long-term services and supports that our plan pays for (such as personal care or a Personal Emergency Response System).
- Benefits covered outside of our plan but that are available through Original Medicare.

5 Getting your outpatient prescription drugs through the plan

- Getting your prescriptions filled, including using mail-order services.
- What is on the Drug List (also known as the List of Covered Drugs).
- Limits on coverage for some drugs and why your drug might not be covered.
- How to ask for a temporary supply.

6 What you pay for your Medicare and Healthy Connections Medicaid prescription drugs

7 Asking us to pay our share of a bill you have gotten for covered services or drugs

- When you can ask us to pay for your services or drugs.
- How and where to send us your request for payment.

8 Your rights and responsibilities

- You have a right to get information in a way that meets your needs (for example, in other languages or in formats such as large print, Braille or audio).
- We must treat you with respect, fairness and dignity at all times.
- We must protect your personal health information.
- You have the right to leave the plan at any time.
- You have the right to make complaints and to ask us to reconsider our decisions.

9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- What to do if you have a problem and who you can call for help. For example:
 - Problems about services, items, and drugs;
 - Asking us to cover a longer hospital stay; or
 - If you think your home health care, skilled nursing care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.
- How to make a complaint.

10 Ending your membership in our Medicare-Medicaid Plan

- How to end your membership in our plan.
- If you leave our plan and do not want a different Medicare-Medicaid Plan, how to get Medicare and Healthy Connections Medicaid services instead.

11 Legal notices

12 Definitions of important words

Wellcare Prime by 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 disponible sin cargo servicios de asistencia en idiomas. Llame al **1-855-735-4398** (TTY: **711**) de lunes a viernes, de 8:00 a. m. a 8:00 p. m. Fuera del horario laboral, los fines de semana y los feriados nacionales, es posible que le pidan que deje un mensaje. Nos comunicaremos el siguiente día laboral. La llamada es gratuita.

Out-of-network/non-contracted providers are under no obligation to treat Wellcare Prime 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-ofnetwork services.

Multi-Language Insert

Multi-Language Interpreter Services

ATENCIÓN: Si habla español, contamos con servicios de asistencia lingüística que se encuentran disponibles para usted de manera gratuita. Llame al **1-855-735-4398** (TTY: **711**), de 8 a.m. a 8 p.m., de lunes a viernes. Después del horario de atención, los fines de semana y días feriados federales, es posible que se le solicite dejar un mensaje. Se le devolverá la llamada el siguiente día hábil. La llamada es gratuita.

注意：如果您說中文，您可以免費獲得語言協助服務。請致電 **1-855-735-4398** (TTY: **711**)，服務時間為週一至週五，從早上 8 點到晚上 8 點。非服務時間、週末和聯邦假日，您可能需要留言。我們將在下一個工作日內回電給您。此為免付費專線。

ATTENTION : si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Appelez le **1-855-735-4398** (TTY : **711**) du lundi au vendredi, de 8 h à 20 h. En dehors des heures d'ouverture et durant le week-end et les jours fériés, il vous sera peut-être demandé de laisser un message. Vous serez rappelé le jour ouvrable suivant. L'appel est gratuit.

LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi **1-855-735-4398** (TTY: **711**), từ 8 a.m. đến 8 p.m., Thứ Hai đến Thứ Sáu. Sau giờ làm việc, vào cuối tuần và ngày lễ liên bang, quý vị có thể được yêu cầu để lại tin nhắn. Cuộc gọi của quý vị sẽ được trả lời vào ngày làm việc tiếp theo. Cuộc gọi này được miễn phí.

HINWEIS: Wenn Sie Deutsch sprechen, steht Ihnen ein kostenloser Übersetzungsdienst zur Verfügung. Wählen Sie dafür **1-855-735-4398** (TTY: **711**) von Montag bis Freitag zwischen 8 und 20 Uhr. Außerhalb dieser Zeiten, an Wochenenden und gesetzlichen Feiertagen werden Sie möglicherweise gebeten, eine Nachricht zu hinterlassen. Ihr Anruf wird innerhalb des nächsten Arbeitstages beantwortet. Der Anruf ist kostenlos.

ВНИМАНИЕ: если вы говорите на русском языке, вы можете бесплатно получить помощь переводчика. Позвоните по номеру **1-855-735-4398** (TTY: **711**), с 8 a.m. до 8 p.m. с понедельника по пятницу. В нерабочее время, в выходные дни и государственные праздники вас могут попросить оставить сообщение. Вам перезвонят на следующий рабочий день. Звонки бесплатные.

انتباه: في حال كنت تتحدث اللغة العربية، تتوفر لك خدمات مساعدة لغوية مجانية. اتصل على الرقم **1-855-735-4398** (TTY: **711**)، من الساعة 8 صباحًا ولغاية الساعة 8 مساءً من الاثنين إلى الجمعة. وقد يُطلب منك ترك رسالة بعد انتهاء ساعات العمل وفي عطلات نهاية الأسبوع والإجازات الفيدرالية. وستتم معاودة الاتصال بك خلال يوم العمل التالي. والاتصال مجاني.

ATENÇÃO: se falar português, estão disponíveis serviços de assistência gratuitos no seu idioma. Ligue para o número **1-855-735-4398** (TTY: **711**) de segunda-feira a sexta-feira, das 8:00 às 20:00. Se ligar fora deste horário, num fim de semana ou num feriado federal, poderá ter de deixar mensagem. A sua chamada será devolvida no próximo dia útil. A chamada é gratuita.

ATANSYON: Si ou pale Kreyòl-Franse, sèvis asistans lang disponib gratis pou ou. Rele **1-855-735-4398** (TTY: **711**), soti lendi pou rive vandredi, de 8è am. pou 8è pm. Apre lè travay, nan wikenn ak jou konje federal yo, yo ka mande w pou kite yon mesaj. Y ap retounen w apèl la nan pwochen jou ouvrab la. Apèl la gratis.

УВАГА: якщо ви володієте українською мовою, вам безкоштовно доступні послуги мовної підтримки. Телефонуйте за номером **1-855-735-4398** (TTY: **711**) з 8:00 до 20:00 з понеділка по п'ятницю. У неробочий час, у вихідні та державні свята вас можуть попросити залишити повідомлення. Ваш дзвінок буде оброблено протягом наступного робочого дня. Дзвінок безкоштовний.

توجه: اگر پشتو صحبت می کنید، خدمات کمک زبان، رایگان، در دسترس شما است. با شماره **1-855-735-4398** تماس بگیرید (TTY: **711**)، از 8 صبح تا 8 بعد از ظهر، از دوشنبه تا جمعه. پس از ساعات کاری، در تعطیلات آخر هفته و در تعطیلات فدرال، ممکن است از شما خواسته شود که پیامی بگذارید. تماس شما ظرف یک روز کاری آینده برگردانده خواهد شد. تماس رایگان است.

মনে রাখবেন: আপনি বাংলা ভাষাতে কথা বললে আপনার জন্য ভাষা সহায়তা পরিষেবাটি নিখরচায় আপনার জন্য রয়েছে। সোমবার থেকে শুক্রবার, সকাল ৪টা থেকে রাত্রি ৪টা অবধি **1-855-735-4398** (TTY: **711**), নম্বরে ফোন করুন। নির্ধারিত সময়ের পরে, সপ্তাহান্তের এবং ফেডেরাল ছুটির দিনগুলিতে আপনাকে মেসেজ রেখে যেতে বলা হতে পারে। পরবর্তী কাজের দিনে আপনাকে রিটার্ন কল করা হবে। এই কলটি নিঃশুল্ক।

توجه: اگر فارسی صحبت می کنید، خدمات کمک زبان به صورت رایگان در اختیار شما قرار می گیرد. با شماره **1-855-735-4398** تماس بگیرید (TTY: **711**)، از 8 صبح تا 8 بعد از ظهر، از دوشنبه تا جمعه. پس از ساعات کاری، در تعطیلات آخر هفته و در تعطیلات فدرال، ممکن است از شما خواسته شود که پیامی بگذارید. تماس شما ظرف یک روز کاری آینده برگردانده خواهد شد. تماس رایگان است.

VINI RE: Nëse flisni shqip, ju ofrohen shërbime të asistencës gjuhësore, pa pagesë. Telefononi numrin **1-855-735-4398** (TTY: **711**), nga ora 8:00 deri në 20:00, nga e hëna në të premte. Pas këtij orari, gjatë fundjavave dhe pushimeve zyrtare federale, mund t'ju kërkohet të lini një mesazh. Telefonata juaj do të marrë përgjigje brenda ditës vijuese të punës. Telefonata është pa pagesë.

توجه: اگر به زبان دری صحبت می کنید، خدمات کمک زبان به صورت رایگان در دسترس شما است. از دوشنبه تا جمعه، از 8 صبح تا 8 بعد از ظهر، با شماره **1-855-735-4398** (TTY: **711**) تماس بگیرید. در رخصتی های آخر هفته و در رخصتی های فدرال ایالتی، ممکن است از شما خواسته شود که پیام بگذارید. تماس شما ظرف یک روز کاری آینده برگردانده خواهد شد. تماس رایگان است.