



Discover the benefits of exercise

You probably know that physical activity is good for you. But you may not know all the ways that it helps you stay healthy in body and mind.

Regular exercise can help:

- Prevent or delay development of heart disease, diabetes, and other illnesses
- Manage chronic health problems, such as high blood pressure and arthritis
- Lower your risk of falls and bone fractures
- Improve your mood, self-confidence, and quality of life

As an Absolute Total Care (Medicare-Medicaid Plan) member, you have a health club benefit, which can help you stay healthy. Through this benefit you can be reimbursed up to \$250 of your health club or fitness class membership fee. For more information about this benefit, visit our website or call Member Services.

DID YOU KNOW: Over-the- counter medications

Did you know that as an Absolute Total Care member, you have an over-the-counter (OTC) benefit?

With this benefit, you can choose from a variety of health and wellness items. These items are available for free, up to \$25 every calendar month. Any unused amount does not carry over to the next month. Once you place your order, the items are mailed right to your home!

For more information about this benefit or to find out how to order OTC items, visit our website or call Member Services at 1-855-735-4398 (TTY: 711).



Be well and get rewarded

Your health is important, so you should be rewarded in a big way. As an Absolute Total Care member, you can earn a Cracker Barrel gift card for completing certain healthy behaviors. Start today with one of the healthy behaviors listed below, and get rewarded for taking charge of your health.

Earn \$20 by getting your annual flu vaccine.

One per flu season.

Earn \$20 by getting an annual colon cancer screening.

One per calendar year; age 65-75.

Earn \$20 by getting an annual mammogram.

One per calendar year; females age 65-75.

Earn \$20, if you are diabetic, by completing an HbA1c test.

Earn \$20, if you are diabetic, by completing your retinopathy screening (dilated eye exam).

Earn \$20, if you are diabetic, by completing your nephropathy screening (kidney).

Your reward will be mailed within four weeks of receiving the claim for the activity from the provider.

HELPFUL ADVICE:

Preventing falls

Falls are the leading cause of injury in older adults. A fall that results in injury can lead to an extended hospital stay, loss of independence, and other concerns. Fortunately, you can be proactive in preventing falls.

Here are some tips to help:

- Tell your doctor about any mobility concerns, such as weakness, dizziness, or recent falls
- Review all of your medications with your doctor, because some drugs may cause dizziness
- Remove home hazards, such as electrical cords and loose rugs
- Keep your living space brightly lit
- Always wear shoes with nonskid soles
- Participate in activities that can improve balance, such as yoga
- Use assistive devices, such as a walker or cane, to keep you steady
- Stay up-to-date with recommended eye exams

Don't take risks with your health. Just a few minutes of preventive action could save you from a life-changing fall.

Your time matters

How long can you expect to wait for your healthcare appointment? You don't have to guess. Absolute Total Care works with providers to set standards for wait times. Below are the standards for certain appointments.

APPOINTMENT TYPE	ACCESS STANDARD
Emergency visits	Immediately upon presentation at a service delivery site
Urgent visits	Within 24 hours
Non-urgent "sick" visits	Within 48 to 72 hours
Routine non-urgent, preventive visits	Within 4 weeks
Non-urgent specialist visit (referral)	Within 2 to 4 weeks
Non-urgent mental health or substance abuse visits	Within 2 weeks
24-hour coverage	24 hours a day, 7 days a week with a published after-hours telephone number

If you get a bill: Absolute Total Care does not allow network providers to bill you for covered services or items. The only amount you should be asked to pay is the copay for personal care services, medical supplies, prosthetics, dental services, and orthotic devices covered only by South Carolina Healthy Connections Medicaid. If you get a bill that is more than your copay for covered services and items, call Member Services at 1-855-735-4398 (TTY: 711) or send the bill to us at:

Absolute Total Care
1441 Main Street
Suite 900
Columbia, SC 29201

You should not pay the bill yourself. We will contact the provider directly and take care of it.

REMINDER:

Help prevent fraud, waste, and abuse

Absolute Total Care is committed to preventing, detecting, identifying, and reporting suspected cases of fraud, waste, and abuse. We look to our members to assist us in these matters. If you happen to witness, are told of or suspect an incident of fraud, waste, or abuse, it is important to report this immediately to Absolute Total Care or to the South Carolina Department of Health and Human Services (SCDHHS) Division of Program Integrity.

If you are aware of fraud, waste, or abuse, please contact us. It is a crime, and we will take necessary actions. Call Absolute Total Care's Fraud and Abuse Hotline at **1-866-685-8664** or email

ATC.Compliance@centene.com.

You can also call SCDHHS to report fraud. Call its toll-free hotline at **1-888-364-3224** or email **fraudres@scdhhs.gov**.

ABSOLUTE TOTAL CARE
1441 Main Street, Suite 900
Columbia, SC 29201

1-855-735-4398

TTY: 711

<http://mmp.absolutetotalcare.com>

Health and Wellness or Prevention Information

PRSRT STD
U.S. POSTAGE
PAID
Stevens Point, WI
Permit #422

<Name>
<Address>
<City>, <State> <ZIP>

How can we help you?

Absolute Total Care can help you with many things. We can help you get a paper copy of your Member Handbook or anything on our website. We can also help you find a doctor, make appointments, and get a ride to your appointments. To see how we can help you, call 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.



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. Limitations, copays, and restrictions may apply. For more information, call Absolute Total Care Member Services or refer to the Absolute Total Care Member Handbook. Benefits and/or copays may change on January 1 of each year. You can get this information for free in other languages. Please call our Member Services number 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.

Puede obtener esta información en otros idiomas gratis. Por favor llame a nuestro número de Servicios para Afiliados 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, 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 your primary language is not 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-ဖဲန့ၣ်တကတိၤအဲးကလံးအကျိၣ်ဘၣ်န့ၣ်,ကျိၣ်အတၢ်ဆိၣ်ထွဲမၤစၢၤအတၢ်ဖဲတၢ်မၤတဖၣ်အိၣ်ဝဲဒၣ်လၢန့ၣ်လၢတလိၣ် 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။