

Amendment Sheet to the  
Absolute Total Care (Medicare-Medicaid Plan)  
2018  
Member Handbook

October 2018

Dear Member:

This notice is to let you know there are updates to your 2018 Absolute Total Care (Medicare-Medicaid Plan) Member Handbook. Below you will find information describing the changes. Please keep this information for your reference.

**Changes to your 2018 Absolute Total Care Member Handbook:**

<b>Where you can find the change in your 2018 Member Handbook</b>	<b>Original information</b>	<b>Corrected information</b>	<b>What does this mean for you?</b>
On page 72, within Chapter 4 “ <i>Benefits Chart</i> ”, under “ <i>Section D: The Benefits Chart</i> ”, The Benefits Chart tells you which services the plan pays for. It lists categories of services in alphabetical order and explains the covered services.	Nursing home transition services are available if you are in a nursing home and want to move back into your community. The services help if you have a disability or mental health condition. The following services are available if you go from a nursing home to a community waiver program:	Nursing home transition services are available if you are in a nursing home and want to move back into your community. The services help if you have a disability or mental health condition. The following services are available:	You no longer need to enroll in a waiver program to get these services.

Where you can find the change in your 2018 Member Handbook	Original information	Corrected information	What does this mean for you?
<p>On page 72, within Chapter 4 “<i>Benefits Chart</i>”, under “<i>Section D: The Benefits Chart</i>”, The Benefits Chart tells you which services the plan pays for. It lists categories of services in alphabetical order and explains the covered services.</p>	<p>The Home Again program is designed to help people who have lived in a nursing home and wish to return to the community through participating in one of the three Community Long Term Care (CLTC) waiver programs. If you lived in a nursing facility for at least 90 days, you may qualify for the program and get the following services:</p>	<p>The Home Again program is designed to help people who have lived in a nursing home and wish to return to the community. If you lived in a nursing facility for at least 90 days, you may qualify for the program and get the following services:</p>	<p>You no longer need to participate in one of the CLTC waiver programs to get these services.</p>
<p>On page 89, within Chapter 4 “<i>Benefits Chart</i>”, under “<i>Section E: Waiver Services Operated by Community Long Term Care (CLTC) that Our plan Pays For</i>”, This section tells you what Long-term services and supports (LTSS) are available to members who are on certain waiver programs operated by the Community Long Term Care (CLTC) division of Healthy Connections Medicaid.</p>	<p>The plan provides extra services for members on the HIV/AIDS Waiver. These services include:</p> <ul style="list-style-type: none"> <li>• Additional prescription drugs</li> <li>• Case management and coordination of these waiver services</li> <li>• Companion services</li> <li>• Home delivered meals</li> <li>• Minor home adaptations (for</li> </ul>	<p>The plan provides extra services for members on the HIV/AIDS Waiver. These services include:</p> <ul style="list-style-type: none"> <li>• Case management and coordination of these waiver services</li> <li>• Companion services</li> <li>• Home delivered meals</li> <li>• Minor home adaptations (for example, ramp, pest control, bath safety</li> </ul>	<p>Waiver services have changed and no longer include additional prescription drugs. Members on this waiver still have access to all the drugs covered by our plan.</p>

Where you can find the change in your 2018 Member Handbook	Original information	Corrected information	What does this mean for you?
	<p>example, ramp, pest control, bath safety equipment)</p> <ul style="list-style-type: none"> <li>• Personal and attendant care</li> <li>• Private duty nursing</li> <li>• Some nutritional supplements</li> </ul>	<p>equipment)</p> <ul style="list-style-type: none"> <li>• Personal and attendant care</li> <li>• Private duty nursing</li> <li>• Some nutritional supplements</li> </ul>	
<p>On page 90, within Chapter 4 “<i>Benefits Chart</i>”, under “<i>Section E: Waiver Services Operated by Community Long Term Care (CLTC) that Our plan Pays For</i>”, This section tells you what Long-term services and supports (LTSS) are available to members who are on certain waiver programs operated by the Community Long Term Care (CLTC) division of Healthy Connections Medicaid.</p>	<p>The plan provides extra services for members on the Mechanical Ventilator Dependent Waiver. These services include:</p> <ul style="list-style-type: none"> <li>• Case management and coordination of these waiver services</li> <li>• Home delivered meals</li> <li>• Minor home adaptations (for example, ramp, pest control, bath safety equipment)</li> <li>• Personal and attendant care</li> <li>• Personal emergency response system</li> <li>• Prescription</li> </ul>	<p>The plan provides extra services for members on the Mechanical Ventilator Dependent Waiver. These services include:</p> <ul style="list-style-type: none"> <li>• Case management and coordination of these waiver services</li> <li>• Home delivered meals</li> <li>• Minor home adaptations (for example, ramp, pest control, bath safety equipment)</li> <li>• Personal and attendant care</li> <li>• Personal emergency response system</li> <li>• Private duty</li> </ul>	<p>Waiver services have changed and no longer include additional prescription drugs. Members on this waiver still have access to all the drugs covered by our plan.</p>

Where you can find the change in your 2018 Member Handbook	Original information	Corrected information	What does this mean for you?
	<ul style="list-style-type: none"> <li>drugs</li> <li>• Private duty nursing</li> <li>• Some nutritional supplements</li> <li>• Specialized medical equipment and supplies</li> <li>• Temporary relief for your caregiver (institutional and in-home)</li> </ul>	<ul style="list-style-type: none"> <li>nursing</li> <li>• Some nutritional supplements</li> <li>• Specialized medical equipment and supplies</li> <li>• Temporary relief for your caregiver (institutional and in-home)</li> </ul>	

All other information and benefits remain the same as stated in your 2018 documents.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

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.

**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.

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 is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or refer to the Member Handbook.

**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 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).

ဟံသုင်ဟံသးဘဉ်တက့ၢ်-ဖဲန့ၢ်တကတိအဲးကလံးအကျိၢ်ဘဉ်န့ၢ်,ကျိၢ်အတၢ်ဆိၣ်ထွဲမၤစၢၤအတၢ်ဖဲးတၢ်မၤတဖၣ်အိၣ်ဝဲဒၣ်လၢန့ၢ်လၢတလိၣ်ဟ့ၣ်အပူၤဘဉ်န့ၢ်လီၤကိးဘဉ် 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။

# Absolute Total Care (Medicare-Medicaid Plan)

## Member Handbook

January 1, 2018 – December 31, 2018

### Your Health and Drug Coverage under the Absolute Total Care Medicare-Medicaid Plan

This handbook tells you about your coverage under Absolute Total Care through December 31, 2018. It explains health care services, behavioral health coverage, prescription drug coverage, and long-term services and supports. Long-term services and supports provide you with the help you need, whether you get services at home or in a nursing home. **This is an important legal document. Please keep it in a safe place.**

This Absolute Total Care plan is offered by Absolute Total Care. When this *Member Handbook* says “we,” “us,” or “our,” it means Absolute Total Care. When it says “the plan” or “our plan,” it means Absolute Total Care. Absolute Total Care provides both South Carolina Healthy Connections Medicaid and Medicare covered benefits.

If you do not speak English, language assistance services, free of charge, are available to you. 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.

Si habla español, tiene servicios de asistencia de idiomas, sin cargo, disponibles para usted. Llame al 1-855-735-4398 (TTY: 711), de lunes a viernes, de 8 a.m. a 8 p.m. Es posible que fuera del horario de atención, los fines de semana y los días feriados le pidan que deje un mensaje. Lo llamaremos el siguiente día hábil. La llamada es gratuita.

You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at the number at the bottom of the page. The call is free.

In addition to asking for materials in other languages and formats, you can also ask that we send you future materials in this same language or format. To get these materials, please 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.

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**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 <http://mmp.absolutetotalcare.com>.



## 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.

Coverage under Absolute Total Care qualifies as minimum essential coverage (MEC). It satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information on the individual shared responsibility requirement for MEC.

Limitations, copays, and restrictions may apply. For more information, call Absolute Total Care Member Services or refer to the Absolute Total Care Member Handbook. This means that you may have to pay for some services and that you need to follow certain rules to have Absolute Total Care pay for your services.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

Benefits and/or copays may change on January 1 of each year.

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**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 <http://mmp.absolutetotalcare.com>.



# Chapter 1: Getting started as a member

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**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.



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## A. Welcome to Absolute Total Care

Absolute Total Care is a Medicare-Medicaid Plan in the Healthy Connections Prime program. A *Medicare-Medicaid plan* is an organization made up of doctors, hospitals, pharmacies, providers of long-term services and supports, and other providers. It also has care coordinators and care teams to help you manage all your providers and services. They all work together to provide the care you need.

Absolute Total Care was approved by the State and the Centers for Medicare & Medicaid Services (CMS) to provide you services as part of Healthy Connections Prime.

Healthy Connections Prime is a demonstration program jointly run by South Carolina and the federal government to provide better health care for people who have both Medicare and Medicaid. Under this demonstration, the state and federal government want to test new ways to improve how you get your Medicare and Medicaid health care services.

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## B. What are Medicare and Medicaid?

### Medicare

Medicare is the federal health insurance program for:

- people 65 years of age or older,
- some people under age 65 with certain disabilities, and
- people with end-stage renal disease (kidney failure).

### Medicaid

Medicaid is a program run by the federal government and the state that helps people with limited incomes and resources pay for long-term services and supports and medical costs. It covers extra services and drugs not covered by Medicare. In South Carolina, Medicaid is called Healthy Connections Medicaid.

Each state decides what counts as income and resources and who qualifies. Each state also decides which services are covered and the cost of those services. States can decide how to run their programs, as long as they follow the federal rules.

Medicare and South Carolina must approve Absolute Total Care each year. You can get Medicare and Healthy Connections Medicaid services through our plan as long as:

- we choose to offer the plan, and
- Medicare and the State approve the plan.

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**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.

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Even if our plan stops operating in the future, your eligibility for Medicare and Healthy Connections Medicaid services will not be affected.

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## C. What are the advantages of this plan?

You will now get all your covered Medicare and Healthy Connections Medicaid services from Absolute Total Care, including prescription drugs. You do not pay extra to join this health plan.

Absolute Total Care will help make your Medicare and Healthy Connections Medicaid benefits work better together and work better for you. Some of the advantages include:

- You will have a care team that you helped put together. Your care team may include doctors, nurses, counselors, or other health professionals who are there to help you get the care you need.
- You will have a care coordinator. This is a person who works with you, with Absolute Total Care, and with your care providers to make sure you get the care you need.
- You will be able to direct your own care with help from your care team and care coordinator.
- The care team and care coordinator will work with you to come up with a care plan specifically designed to meet your health needs. The care team will be in charge of coordinating the services you need. This means, for example:
  - » Your care team will make sure your doctors know about all medicines you take so they can reduce any side effects.
  - » Your care team will make sure your test results are shared with all your doctors and other providers.

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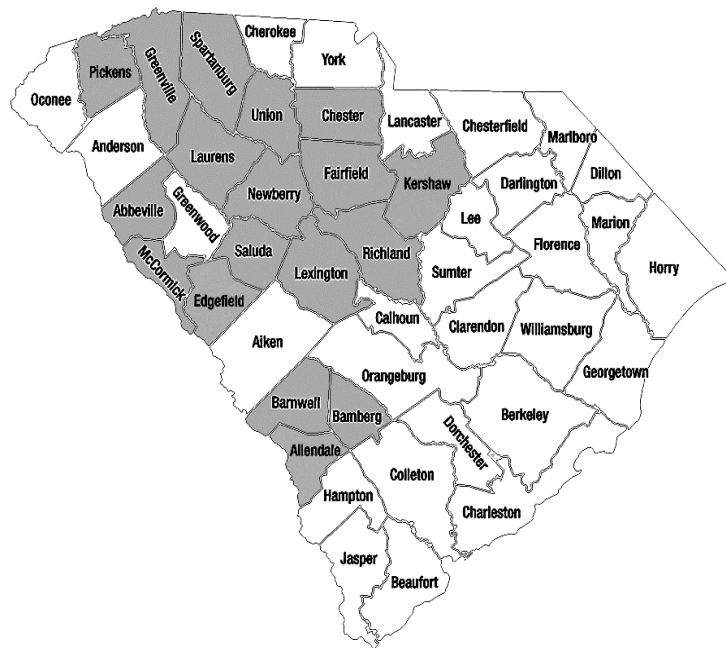
**For more information**, visit <http://mmp.absolutetotalcare.com>.

## D. What is Absolute Total Care's service area?

Our service area includes these counties in South Carolina

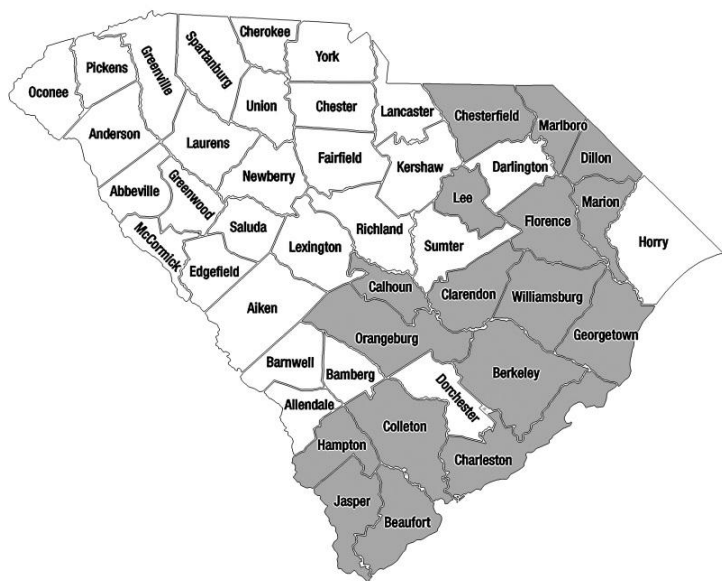
### Upstate Region:

- Abbeville
- Allendale
- Bamberg
- Barnwell
- Chester
- Edgefield
- Fairfield
- Greenville
- Kershaw
- Laurens
- Lexington
- McCormick
- Newberry
- Pickens
- Richland
- Saluda
- Spartanburg
- Union



### Coastal Region:

- Beaufort
- Berkeley
- Calhoun
- Charleston
- Chesterfield
- Clarendon
- Colleton
- Dillon
- Florence
- Georgetown
- Hampton
- Jasper
- Lee
- Marion
- Marlboro
- Orangeburg
- Williamsburg



Only people who live in our service area can get Absolute Total Care.

If you move outside of our service area, you cannot stay in this plan.

**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 <http://mmp.absolutetotalcare.com>.

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## E. What makes you eligible to be a plan member?

You are eligible for our plan as long as you:

- live in our service area; **and**
- are age 65 or older at the time of enrollment; **and**
- have Medicare Parts A, B, and D; **and**
- are eligible for full Healthy Connections Medicaid benefits; **and**
- are a United States citizen or are lawfully present in the United States.

Even if you meet the above criteria, you are not eligible for our plan if you:

- are part of the Healthy Connections Medicaid spend-down population; **or**
- have Comprehensive Third Party Insurance; **or**
- live in an Intermediate Care Facility for people with Intellectual Disabilities (ICF/IID) or Nursing Facility at the time of eligibility determination; **or**
- are in a hospice program or are getting End-Stage Renal Disease (ESRD) services at the time of eligibility determination; **or**
- are participating in a community long-term care waiver program other than the Community Choices Waiver, HIV/AIDS Waiver, or Mechanical Ventilation Waiver.

You may choose to **either enroll or remain in Absolute Total Care** if you:

- are currently enrolled in a Medicare Advantage plan or in Program of All-inclusive Care for the Elderly (PACE). Enrolling in Healthy Connections Prime will automatically disenroll you from your existing program and any Medicare Part D plan; **or**
- transition from a Nursing Facility or ICF/IID into the community; **or**
- are already enrolled in this plan but later enter a Nursing Facility; **or**
- are enrolled in this plan but enter a hospice program or become eligible for ESRD services.

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## F. What to expect when you first join a health plan

**When you first join the plan**, you will get an initial health screen within the first 30 days to collect information about your medical and social history and needs.

You will also get a comprehensive assessment within the first 60 or 90 days depending on your health needs. The comprehensive assessment will take a deeper look at your medical needs, social needs, and capabilities. We will get information from you, your providers, and

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family/caregivers when appropriate. This assessment will be done by qualified and trained health professionals, such as nurses, social workers, and care coordinator.

We may combine your initial health screen and comprehensive assessment into one assessment that is done within the first 60 days. Generally, people who are enrolled in certain Healthy Connections Medicaid waiver programs will get the combined initial health screen and comprehensive assessment.

If your comprehensive assessment shows you have very high health needs, you may be required to complete a Long Term Care Assessment with a registered nurse. The Long Term Care Assessment determines whether you need additional care in a nursing facility or through a community-based waiver.

**If Absolute Total Care is new for you**, you can keep seeing the doctors you go to now and keep your current service authorizations for 180 days after you first enroll. During this time period, you will continue to have access to the same medically necessary items, services, and prescription drugs as you do today. You will also still have access to your medical, mental health and Long Term Services and Supports (LTSS) providers.

Many of your doctors and other providers are in our network already, but if they are not, after 180 days in our plan, you will need to see doctors and other providers in our network. We may help you transition to a network provider in less than 180 days once we have completed your comprehensive assessment, developed a transition plan, and only if you agree. *A network provider is a provider who works with the health plan.* See Chapter 3, Section D, page 30 for more information on getting care.

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## G. What is a care plan?

A *care plan* is the plan for what health services you will get and how you will get them.

After your comprehensive assessment, your care team will meet with you to talk about what health services you need and want. Together, you and your care team will make a care plan.

Every year, your care team will work with you to update your care plan when the health services you need and want change.

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## H. Does Absolute Total Care have a monthly plan premium?

No.

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**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 <http://mmp.absolutetotalcare.com>.



## I. About the Member Handbook

This *Member Handbook* is part of our contract with you. This means that we must follow all of the rules in this document. If you think we have done something that goes against these rules, you may be able to appeal or challenge our action. For information about how to appeal, see Chapter 9, Section 4, page 150, or call 1-800-MEDICARE (1-800-633-4227).

The contract is in effect for the months you are enrolled in Absolute Total Care between January 1, 2018 and December 31, 2018.

## J. What other information will you get from us?

You should have already gotten an Absolute Total Care Member ID Card, information about how to access a *Provider and Pharmacy Directory*, and information about how to access a *List of Covered Drugs*.

### Your Absolute Total Care Member ID Card

Under our plan, you will have one card for your Medicare and Healthy Connections Medicaid services, including long-term services and supports and prescriptions. You must show this card when you get any services or prescriptions. Here's a sample card to show you what yours will look like:

 			
<b>Member Name:</b> <John Doe> <b>Member ID:</b> <123456789> <b>Health Plan (80840):</b> <XXXXXX>		<b>RxBIN:</b> <RxBIN#> <b>RxPCN:</b> <RxPCN#> <b>RxGRP:</b> <XXXXXX> <b>RxID:</b> <123456789>	
<b>PCP Name:</b> <Dr. Jane Doe> <b>PCP Phone:</b> <987-654-3210>			
<b>MEMBER CANNOT BE CHARGED</b> Cost Sharing/Copays: \$0 for doctor visits, hospital stays, and prescription drugs H1723      001			
Carry this card with you at all times and present it each time you receive a service from your doctor, pharmacy, dentist, etc.			
<b>Member Services:</b> <1-855-735-4398 (TTY: 711)> <b>Behavioral Health:</b> <1-855-735-4398 (TTY: 711)> <b>Pharmacy Help Desk:</b> <1-844-857-4347 (TTY: 711)> <b>24-Hr Nurse Line:</b> <1-855-735-4398 (TTY: 711)> <b>Website:</b> < <a href="http://mmp.absolutetotalcare.com">http://mmp.absolutetotalcare.com</a> >		<b>Send Claims To:</b> <Absolute Total Care (MMP) P.O. Box 3060 Farmington, MO 63640-4402>	
<b>Claims Inquiry:</b> <1-855-735-4398 (TTY: 711)>			

**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 <http://mmp.absolutetotalcare.com>.



If your card is damaged, lost, or stolen, call Member Services right away and we will send you a new card.

As long as you are a member of our plan, you do not need to use your red, white, and blue Medicare card or your Healthy Connections Medicaid card to get services. Keep those cards in a safe place, in case you need them later. If you show your Medicare card instead of your Absolute Total Care Member ID Card, the provider may bill Medicare instead of our plan, and you may get a bill. See Chapter 7 to see what to do if you get a bill from a provider.

## Provider and Pharmacy Directory

The *Provider and Pharmacy Directory* lists the providers and pharmacies in the Absolute Total Care network. While you are a member of our plan, you must use network providers to get covered services. There are some exceptions when you first join our plan (see page 7).

➔ You can ask for an annual *Provider and Pharmacy Directory* by calling Member Services at the number at the bottom of the page. You can also see the *Provider and Pharmacy Directory* on our website listed at the bottom of the page or download it from this website.

The Provider and Pharmacy Directory gives information such as addresses, phone numbers, and business hours. It tells if the location has accommodations for individuals with disabilities. The Directory also says if providers are accepting new patients and if they speak other languages. Both Member Services and the website can give you the most up-to-date information about providers and pharmacies. If you need help finding a network provider or pharmacy, please call Member Services. If you would like a Provider and Pharmacy Directory mailed to you, you may call Member Services, ask for one at the website link listed at the bottom of the page, or email [ATC\\_SC\\_MMP@centene.com](mailto:ATC_SC_MMP@centene.com).

### ***What are “network providers”?***

- Absolute Total Care’s network providers include:
  - Doctors, nurses, and other health care professionals that you can go to as a member of our plan;
  - Clinics, hospitals, nursing facilities, and other places that provide health services in our plan; and
  - Home health agencies, durable medical equipment suppliers, waiver services providers, long-term services and supports providers, and others who provide goods and services that you get through Medicare or Healthy Connections Medicaid.
- Network providers have agreed to accept payment from our plan and cost sharing for covered services as payment in full.

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**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 <http://mmp.absolutetotalcare.com>.





**What are “network pharmacies”?**

- Network pharmacies are pharmacies (drug stores) that have agreed to fill prescriptions for our plan members. Use the *Provider and Pharmacy Directory* to find the network pharmacy you want to use.
- Except during an emergency, you *must* fill your prescriptions at one of our network pharmacies if you want our plan to help you pay for them.

Call Member Services at the number at the bottom of the page for more information. Both Member Services and Absolute Total Care’s website can give you the most up-to-date information about changes in our network pharmacies and providers.

**List of Covered Drugs**

The plan has a *List of Covered Drugs*. We call it the “Drug List” for short. It tells which prescription drugs are covered by Absolute Total Care.

The Drug List also tells you if there are any rules or restrictions on any drugs, such as a limit on the amount you can get. See Chapter 5 Section C, page 102 for more information on these rules and restrictions.

Each year, we will send you a copy of the Drug List, but some changes may occur during the year. To get the most up-to-date information about which drugs are covered, visit our website using the information at the bottom of the page or call Member Services at the number at the bottom of the page.

**The Explanation of Benefits**

When you use your Part D prescription drug benefits, we will send you a summary report to help you understand and keep track of payments for your Part D prescription drugs. This summary report is called the *Explanation of Benefits* (or *EOB*).

The *Explanation of Benefits* tells you the total amount you or others on your behalf have spent on your Part D prescription drugs and the total amount we have paid for each of your Part D prescription drugs during the month. Chapter 6, Sections A and B, page 113 gives more information about the *Explanation of Benefits* and how it can help you keep track of your drug coverage.

An *Explanation of Benefits* is also available when you ask for one. To get a copy, please contact Member Services.

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**K. How can you keep your membership record up to date?**

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**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 <http://mmp.absolutetotalcare.com>.



You can keep your membership record up to date by letting us know when your information changes.

The plan's network providers and pharmacies need to have the right information about you. **They use your membership record to know what services and drugs you get and how much it will cost you.** Most services are free, but it is very important that you help us keep your information up-to-date.

Let us know the following:

- If you have any changes to your name, your address, or your phone number
- If you have any changes in any other health insurance coverage, such as from your employer, your spouse's employer, or workers' compensation
- If you have any liability claims, such as claims from an automobile accident
- If you are admitted to a nursing facility or hospital
- If you get care in an out-of-area or out-of-network hospital or emergency room
- If your caregiver or anyone responsible for you changes
- If you are part of a clinical research study

If any information changes, please let us know by calling Member Services at the number at the bottom of the page.

You can also update your information by visiting our website at <http://mmp.absolutetotalcare.com>. Click on the "Login" button. Log in or create a new account. Then send us a secure message. Call Member Services if you have any questions or need help.

### **Do we keep your personal health information private?**

Yes. Laws require that we keep your medical records and personal health information private. We make sure that your health information is protected. For more information about how we protect your personal health information, see Chapter 8, Section C, page 126.

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**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 <http://mmp.absolutetotalcare.com>.



## Chapter 2: Important phone numbers and resources

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**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 <http://mmp.absolutetotalcare.com>.

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**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 <http://mmp.absolutetotalcare.com>.

## A. How to contact Absolute Total Care Member Services

<b>CALL</b>	<p>1-855-735-4398 This call is free.</p> <p>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.</p> <p>We have free interpreter services for people who do not speak English.</p>
<b>TTY</b>	<p>711 This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>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.</p>
<b>FAX</b>	1-866-719-5435
<b>WRITE</b>	<p>Absolute Total Care 1441 Main Street, Suite 900 Columbia, SC 29201</p>
<b>WEBSITE</b>	<a href="http://mmp.absolutetotalcare.com">http://mmp.absolutetotalcare.com</a>

### Contact Member Services about:

- **Questions about the plan**
- **Questions about claims, billing or Member ID Cards**
- **Coverage decisions about your health care**

A coverage decision about your health care is a decision about:

- » your benefits and covered services, **or**
- » the amount we will pay for your health services.

Call us if you have questions about a coverage decision about health care.

➔ To learn more about coverage decisions, see Chapter 9, Section 5.2, page 154.

**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 <http://mmp.absolutetotalcare.com>.



### ■ Appeals about your health care

An *appeal* is a formal way of asking us to review a decision we made about your coverage and asking us to change it if you think we made a mistake.

➔ To learn more about making an appeal, see Chapter 9, Section 4, page 150.

### ■ Complaints about your health care

You can make a complaint about us or any provider (including a non-network or network provider). A network provider is a provider who works with the health plan. You can also make a complaint about the quality of the care you got to either us or the Quality Improvement Organization (see Section E of this chapter, page 21.)

➔ If your complaint is about a coverage decision about your health care, you can make an appeal (see the Section A of this chapter, page 15.)

➔ You can send a complaint about Absolute Total Care right to Medicare. You can use an online form at <https://www.medicare.gov/MedicareComplaintForm/home.aspx>. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.

➔ To learn more about making a complaint about your health care, see Chapter 9, Section 10, page 192.

### ■ Coverage decisions about your drugs

A coverage decision about your drugs is a decision about:

- » your benefits and covered drugs, **or**
- » the amount we will pay for your drugs.

This applies to your Medicare prescription drugs, Healthy Connections Medicaid prescription drugs, and Healthy Connections Medicaid over-the-counter drugs.

➔ For more on coverage decisions about your prescription drugs, see Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170).

### ■ Appeals about your drugs

An *appeal* is a formal way to ask us to change a coverage decision.

Your benefits as a member of our plan include coverage for many prescription drugs. Most of these drugs are “Part D drugs.” There are a few drugs that Medicare Part D does not cover but that Healthy Connections Medicaid may cover. Drugs that are not Part D drugs are included in the List of Covered Drugs as tier 3 drugs.

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**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 <http://mmp.absolutetotalcare.com>.



You can make your appeal for a Part D drug by sending a request in writing to the address below. You may also ask for an appeal by calling us at the number at the bottom of the page. You may also fax your appeal to 1-844-273-2671.

Absolute Total Care  
Attn: Appeals and Grievances -- Medicare Operations  
7700 Forsyth Blvd  
St. Louis, MO 63105

To make an appeal for a Healthy Connections Medicaid drug, call us at the number at the bottom of the page. You can also fax your appeal to 1-866-918-4457. If you would like to make your appeal in writing, please send your appeal to the address below.

Absolute Total Care  
Attn: Appeals and Grievances  
1441 Main Street, Suite 900  
Columbia, SC 29201

➔ For more on making an appeal about your prescription drugs, see Chapter 9, Section 4, page 150.

#### ■ **Complaints about your drugs**

You can make a complaint about us or any pharmacy. This includes a complaint about your prescription drugs.

If your complaint is about a coverage decision about your prescription drugs, you can make an appeal. (See the Section A of this chapter, page 15.)

You can send a complaint about Absolute Total Care right to Medicare. You can use an online form at <https://www.medicare.gov/MedicareComplaintForm/home.aspx>. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.

➔ For more on making a complaint about your prescription drugs, see Chapter 9, Section 10, page 192.

#### ■ **Payment for health care or drugs you already paid for**

➔ For more on how to ask us to pay you back, or to pay a bill you got, see Chapter 7, Section B, page 121.

➔ If you ask us to pay a bill and we deny any part of your request, you can appeal our decision. See Chapter 9, Section 4, page 150 for more on appeals.

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**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 <http://mmp.absolutetotalcare.com>.



## B. How to contact your Care Coordinator

A care coordinator will work with you to develop a plan that meets your specific health needs. This person helps to manage all your providers, services, and supports. They will work with you, your physicians, and your care team to make sure you get the care you need. You will have a care coordinator automatically assigned to you. To contact or change your care coordinator, please call the telephone numbers below:

<b>CALL</b>	1-855-735-4398 This call is free.  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. We have free interpreter services for people who do not speak English.
<b>TTY</b>	711 This call is free.  This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.  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.
<b>FAX</b>	1-844-806-6651
<b>WRITE</b>	Absolute Total Care 1441 Main Street, Suite 900 Columbia, SC 29201
<b>WEBSITE</b>	<a href="http://mmp.absolutetotalcare.com">http://mmp.absolutetotalcare.com</a>

### Contact your care coordinator about:

- Questions about your health care
- Help with scheduling appointments
- Questions about getting behavioral health services, transportation, and long-term services and supports (LTSS)

LTSS benefits are available to all members as medically necessary and also to members on certain waiver programs operated by the Community Long Term Care (CLTC) division of Health Connections Medicaid. Examples of LTSS include assistance with bathing,

**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 <http://mmp.absolutetotalcare.com>.





dressing, and other basic activities of daily life and self-care, as well as support for everyday tasks such as laundry, shopping, and transportation.

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.

Sometimes you can get help with your daily health care and living needs. You might be able to get these services:

- » Personal care attendant
- » Home health care
- » Adult day care
- » Companion services

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## C. How to contact the Nurse Advice Call Line

The Nurse Advice Call Line is a valuable resource provided to Absolute Total Care members, but it should not replace a visit with your primary care provider (PCP). This call line will provide you guidance on how to use health care and provides information on treatment options and available resources. Calls to the Nurse Advice Call Line are free.

<b>CALL</b>	<p>1-855-735-4398 This call is free.</p> <p>The Nurse Advice Call Line is available 24 hours a day, seven days a week, 365 days a year.</p> <p>We have free interpreter services for people who do not speak English.</p>
<b>TTY</b>	<p>711 This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p> <p>The Nurse Advice Call Line is available 24 hours a day, seven days a week, 365 days a year.</p>

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**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 <http://mmp.absolutetotalcare.com>.

**Contact the Nurse Advice Call Line about:**

- **Questions about your health care**

**D. How to contact the State Health Insurance Assistance Program (SHIP)**

The State Health Insurance Assistance Program (SHIP) gives free health insurance counseling to people with Medicare. In South Carolina, the SHIP is called the Insurance Counseling Assistance and Referrals for Elders (I-CARE) program. I-CARE is not connected with any insurance company or health plan.

Information about the I-CARE program is available through the Lieutenant Governor's Office on Aging.

<b>CALL</b>	1-800-868-9095 This call is free. Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.
<b>TTY</b>	TTY/TDD: 711 This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
<b>WRITE</b>	Lt. Governor's Office on Aging 1301 Gervais Street, Suite 350 Columbia, SC 29201
<b>EMAIL</b>	askus@aging.sc.gov
<b>WEBSITE</b>	http://aging.sc.gov

**Contact I-CARE about:**

- **Questions about your Medicare health insurance**

I-CARE counselors can:

- » help you understand your rights,
- » help you understand your plan choices,
- » answer your questions about changing to a new plan,
- » help you make complaints about your health care or treatment, **and**
- » help you straighten out problems with your bills.

**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 <http://mmp.absolutetotalcare.com>.



## E. How to contact the Quality Improvement Organization (QIO)

The QIO is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. In South Carolina, the QIO is a company called KEPRO. KEPRO is not connected with our plan.

<b>CALL</b>	<p>1-844-455-8708 This call is free.</p> <p>KEPRO team members are available 9:00 a.m. to 5:00 p.m. Monday through Friday and from 11:00 a.m. to 3:00 p.m. on Saturdays, Sundays, and holidays. You can also leave a message 24 hours a day, seven days a week.</p> <p>Translation services are available for members and caregivers who do not speak English.</p>
<b>TTY</b>	<p>1-855-843-4776 This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p>
<b>WRITE</b>	<p>KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609</p>
<b>WEBSITE</b>	<p><a href="http://www.keproqio.com/">http://www.keproqio.com/</a></p>

### Contact KEPRO about:

#### ■ Questions about your health care

You can make a complaint about the care you got if:

- » You have a problem with the quality of care,
- » You think your hospital stay is ending too soon, **or**
- » You think your home health care, skilled nursing facility care, or comprehensive outpatient rehabilitation facility (CORF) services are ending too soon.

**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 <http://mmp.absolutetotalcare.com>.



## F. How to contact Medicare

Medicare is the federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services, or CMS.

<b>CALL</b>	<p>1-800-MEDICARE (1-800-633-4227)</p> <p>Calls to this number are free, 24 hours a day, 7 days a week.</p>
<b>TTY</b>	<p>1-877-486-2048 This call is free.</p> <p>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</p>
<b>WEBSITE</b>	<p><a href="http://www.medicare.gov">http://www.medicare.gov</a></p> <p>This is the official website for Medicare. It gives you up-to-date information about Medicare. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print right from your computer. You can also find Medicare contacts in your state by selecting “Forms, Help &amp; Resources” and then clicking on “Phone numbers &amp; websites.”</p> <p>The Medicare website has the following tool to help you find plans in your area:</p> <p><b>Medicare Plan Finder:</b> Provides personalized information about Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. Select “Find health &amp; drug plans.”</p> <p>If you don’t have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare at the number above and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you.</p>

**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 <http://mmp.absolutetotalcare.com>.



## G. How to contact Healthy Connections Medicaid

Healthy Connections Medicaid helps with medical and long-term services and supports costs for people with limited incomes and resources.

You are enrolled in Medicare and in Healthy Connections Medicaid. If you have questions about the help you get from Healthy Connections Medicaid, call Healthy Connections Medicaid.

<b>CALL</b>	1-888-549-0820 This call is free.  This number is available Monday through Friday from 8:00 a.m. to 6:00 p.m.
<b>TTY</b>	1-888-842-3620 This call is free  This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
<b>WRITE</b>	South Carolina Department of Health and Human Services P.O. Box 8206 Columbia, SC 29202
<b>WEBSITE</b>	<a href="http://www.scdhhs.gov">http://www.scdhhs.gov</a>

**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 <http://mmp.absolutetotalcare.com>.

## H. How to contact the Healthy Connections Prime Advocate

The Healthy Connections Prime Advocate helps people enrolled in Healthy Connections Prime with service or billing problems. They can help you file a complaint or an appeal with our plan.

<b>CALL</b>	1-844-477-4632 Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.
<b>TTY</b>	TTY/TDD: 711 This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
<b>FAX</b>	1-803-734-4635
<b>WRITE</b>	Healthy Connections Prime Advocate Lt. Governor's Office on Aging 1301 Gervais Street, Suite 350 Columbia, SC 29201
<b>EMAIL</b>	primeadvocate@aging.sc.gov
<b>WEBSITE</b>	<a href="http://healthyconnectionsprimeadvocate.com">http://healthyconnectionsprimeadvocate.com</a>

**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 <http://mmp.absolutetotalcare.com>.

## I. How to contact the South Carolina Long Term Care Ombudsman

The South Carolina Long Term Care Ombudsman helps people learn about nursing homes and other long-term care settings. It also helps solve problems between these settings and residents or their families.

Information about the South Carolina Long Term Care Ombudsman is available through the Lieutenant Governor's Office on Aging.

<b>CALL</b>	1-800-868-9095 This call is free.  Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.
<b>WRITE</b>	Long Term Care Ombudsman Lt. Governor's Office on Aging 1301 Gervais St., Suite 350 Columbia, SC 29201
<b>EMAIL</b>	ltcombudsman@aging.sc.gov
<b>WEBSITE</b>	<a href="http://aging.sc.gov">http://aging.sc.gov</a>

**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.



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## Chapter 3: Using the plan's coverage for your health care and other covered services

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## A. About “services,” “covered services,” “providers,” and “network providers”

**Services** are health care, long-term services and supports, supplies, behavioral health, prescription and over-the-counter drugs, equipment and other services. **Covered services** are any of these services that our plan pays for. Covered health care and long-term services and supports are listed in the Benefits Chart in Chapter 4, Section D, page 47.

**Providers** are doctors, nurses, and other people who give you services and care. The term *providers* also includes hospitals, home health agencies, clinics, and other places that give you health care services, medical equipment, and long-term services and supports.

**Network providers** are providers who work with the health plan. These providers have agreed to accept our payment and your cost sharing amount as full payment. Network providers bill us directly for care they give you. When you see a network provider, you usually pay only your share of the cost for covered services.

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## B. Rules for getting your health care, behavioral health, and long-term services and supports covered by the plan

Absolute Total Care covers all services covered by Medicare and Healthy Connections Medicaid. This includes behavioral health, long-term care and prescription drugs.

Absolute Total Care will generally pay for the health care and services you get if you follow the plan rules. To be covered:

- The care you get must be a **plan benefit**. This means that it must be included in the plan's Benefits Chart. (The chart is in Chapter 4, Section D, page 47 of this handbook).
- The care must be **medically necessary**. *Medically necessary* means that the services are reasonable and necessary:
  - » For the diagnosis or treatment of your illness or injury; **or**
  - » To improve the functioning of a malformed body member; **or**
  - » Otherwise medically necessary under Medicare law.

In accordance with Healthy Connections Medicaid law and regulation, services must be:

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- » Essential to prevent, diagnose, prevent the worsening of, alleviate, correct, or cure medical conditions that endanger life, cause suffering or pain, cause physical deformity or malfunction, threaten to cause or aggravate a handicap, or result in illness or infirmity;
- » Provided at an appropriate facility at the appropriate level of care for the treatment of your medical condition; **and**
- » Provided in accordance with generally accepted standards of medical practice.
- You must have a network **primary care provider (PCP)** who has ordered the care or has told you to see another doctor. As a plan member, you must choose a network provider to be your PCP.
  - » In most cases, your network PCP must give you approval before you can use other providers in the plan's network. This is called a **referral**. To learn more about referrals, see page 30.
  - » You do not need a referral from your PCP for emergency care or urgently needed care or to see a woman's health provider. You can get other kinds of care without having a referral from your PCP. To learn more about this, see Section D of this chapter, page 30.
- ➔ To learn more about choosing a PCP, see Section D of this chapter, page 30.
- **You must get your care from network providers.** Usually, the plan will not cover care from a provider who does not work with the health plan. Here are some cases when this rule does not apply:
  - » The plan covers emergency or urgently needed care from an out-of-network provider. To learn more and to see what *emergency* or *urgently needed care* means, see Section H of this chapter, page 35.
  - » If you need care that our plan covers and our network providers cannot give it to you, you can get the care from an out-of-network provider. Prior authorization from the plan is generally required for out-of-network services. In this situation, we will cover the care as if you got it from a network provider. To learn about getting approval to see an out-of-network provider, see Section D of this chapter, page 30.
  - » The plan covers kidney dialysis services when you are outside the plan's service area for a short time. You can get these services at a Medicare-certified dialysis facility.
  - » When you first join the plan, you can continue seeing the providers you see now for 180 days or until we have completed your comprehensive assessment and created a transition plan that you agree with. If you need to continue seeing your out-of-network providers after your first 180 days in our plan, we will only cover that care if

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the provider enters a single case agreement with us. If you are getting ongoing treatment from an out-of-network provider and think they may need a single case agreement in order to keep treating you, contact your care coordinator at the number at the bottom of the page.

---

## C. Your care coordinator

Your care team includes a care coordinator from Absolute Total Care, along with anyone you choose (such as a family member and/or caregivers), your providers, and most importantly – you! Care coordinators are used to ensure you receive the best outcome for your care. In order to ensure your care coordinator understands your health care needs, they will ask questions about your current health care. This will ensure you receive the appropriate care coordination. Care coordination is the way your care team works with you, your family, and your providers to ensure all of your needs are coordinated. Our care coordinators provide both you and your provider's information to make sure you get the most appropriate treatment.

Your care coordinator helps you manage all of your providers and services. He or she works with your care team to make sure you get the care you need.

- What is a care coordinator?
  - Care Coordination is a program used at Absolute Total Care to coordinate care for our members.
- How can you contact your care coordinator?
  - You can contact your care coordinator by calling the number at the bottom of the page.
- How will the care coordinator and care team interact with you?
  - Our care coordinators and care team will work with you to coordinate your care needs. They are here to ensure you receive the best outcome for your health care.
- How can you change your care coordinator?
  - If for some reason you want to change your care coordinator, you can make this request by calling our plan at the number at the bottom of the page.

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## D. Getting care from primary care providers, specialists, other network providers, and out-of-network providers

### Getting care from a primary care provider (PCP)

You must choose a PCP to provide and manage your care.

#### ***What is a "PCP," and what does the PCP do for you?***

When you become a member of our plan, you must choose a plan provider to be your PCP. Your PCP is a provider who meets the state's requirements to be a PCP and is trained to give you basic medical care. As we explain below, you will get your routine or basic care from your PCP.

**If Absolute Total Care is new for you**, you can keep seeing the doctors you go to now and keep your current service authorizations for 180 days after you first enroll. See Chapter 1, Section F, page 7 for more information.

Your PCP can be one of the following providers, or under certain circumstances, even a specialist:

- Family practice
- Internal medicine
- General practice
- OB/GYN
- Geriatrics
- Certified Nurse Practitioner (CNP)
- Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC)

Your PCP will also coordinate the rest of the covered services you get as a plan member. If needed, your PCP will send you to other doctors (specialists) or admit you to the hospital.

- Your PCP determines what specialists and hospitals you will use because they have affiliations with certain specialists and hospitals in our network.
- Your PCP will provide most of your care and will help you arrange or coordinate the rest of the covered services you get as a member of our plan. This includes:
  - Care from doctors who are specialists
  - Hospital admissions
  - Follow-up care
  - X-rays
  - Laboratory tests
  - Therapies

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Coordinating your services includes checking or consulting with other plan providers about your care and how it is going. If you need certain types of covered services or supplies, your PCP or specialist will need to get prior authorization (prior approval) from us.

Since your PCP will provide and coordinate your medical care, you should have all of your past medical records sent to your PCP's office. Chapter 8, Section D, page 127 tells you how we will protect the privacy of your medical records and personal health information.

Once you are enrolled in Absolute Total Care, your PCP, together with you and anyone else you choose to have involved (such as a family member and/or care givers), will construct an individualized care plan designed just for you. Your care coordinator will work with you and your PCP to develop your care plan and to ensure you receive the care you need. Your PCP is responsible for coordinating all your medical care and for calling upon additional specialists, if necessary. Your care plan will include all of the services that your PCP or care coordinator has authorized for you to receive as a member of Absolute Total Care. Your PCP or a member of the Care Coordination Team reviews and approves any changes to the care plan to make sure you get the right care. Your PCP or care coordinator reassesses your needs at least every 365 days, but more frequently if necessary.

### ***How do you choose your PCP?***

You can choose any network PCP listed in the Provider & Pharmacy Directory. Please review our Provider & Pharmacy Directory or call Member Services to choose your PCP. You can contact Member Services by calling the number at the bottom of the page.

### ***Changing your PCP***

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network. We can help you find a new PCP.

If you wish to change your PCP, please call Member Services at the number at the bottom of the page. You will be issued a new ID card showing the new PCP. The change will be effective the first day of the following month.

Under certain circumstances, our providers are obligated to continue care after leaving our network. For specific details, contact Member Services.

### ***Services you can get without first getting approval from your PCP***

In most cases, you will need approval from your PCP before seeing other providers. This approval is called a **referral**. You can get services like the ones listed below without first getting approval from your PCP:

- Emergency services from network providers or out-of-network providers.
- Urgently needed care from network providers.

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- Urgently needed care from out-of-network providers when you can't get to network providers (for example, when you are outside the plan's service area).
- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area. (Please call Member Services before you leave the service area. We can help you get dialysis while you are away.)
- Flu shots hepatitis B vaccinations, and pneumonia vaccinations as long as you get them from a network provider.
- Routine women's health care and family planning services. This includes breast exams, screening mammograms (x-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider.
- Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral.

### How to get care from specialists and other network providers

A *specialist* is a doctor who provides health care 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 problems.
- *Orthopedists* care for patients with bone, joint, or muscle problems.

It is very important to talk to your PCP before you see a plan specialist or certain other providers (there are a few exceptions, including routine women's health care that we explained earlier in this section). The PCP can help to coordinate that visit to the specialist. If a specialist feels you need additional specialty services, the specialist will ask for authorization directly from Absolute Total Care. For information about which services require prior authorization, see the benefits chart beginning on Chapter 4, Section D, page 47 of this handbook.

If there are specific specialists you want to use, find out whether your PCP sends patients to these specialists. Each plan PCP has certain plan specialists they use for referrals because they have affiliations with certain specialists and hospitals in our network. This means that the PCP you select may help determine the specialists you see. You may change your PCP at any time if you want to see a plan specialist that your current PCP won't refer you to.

Please refer to the section above, "Changing your PCP," where we tell you how to change your PCP. If there are specific hospitals you want to use, you must find out whether the doctors you will be seeing use these hospitals.

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## What if a network provider leaves our plan?

A network provider you are using might leave our plan. If one of your providers does leave our plan, you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, we must give you uninterrupted access to qualified providers.
- We will make a good faith effort to give you at least 30 days' notice so that you have time to select a new provider.
- We will help you select a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment, you have the right to ask for, and we will work with you to ensure, that the medically necessary treatment you are getting is not interrupted.
- If you believe we have not replaced your previous provider with a qualified provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.

If you find out one of your providers is leaving our plan, please contact us so we can assist you in finding a new provider and managing your care. Please call Member Services at the number at the bottom of the page.

## How to get care from out-of-network providers

You may get services from out-of-network providers when providers of specialized services are not available in network. For services to be covered from an out-of-network provider, your in-network provider (usually your PCP) must request prior authorization (approval in advance) from Absolute Total Care.

A care coordinator who is trained to understand care you would receive from a specialist will review all prior authorization requests. Your care coordinator will attempt to determine if the services needed are available within our network of specialists.

If the service is not available within our plan's network, your request will be approved. There may be certain limitations to the approval, such as one initial consultation visit or a specified type or amount of services. If the specialist's services are available within our plan's network, the request for services outside the network may be denied as "services available in network". As with any denial, you will have the ability to appeal the determination.

➔ **Please note:** If you go to an out-of-network provider, the provider must be eligible to participate in Medicare and/or Healthy Connections Medicaid. We cannot pay a provider

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who is not eligible to participate in Medicare and/or Healthy Connections Medicaid. If you go to a provider who is not eligible to participate in Medicare, you must pay the full cost of the services you get. Providers must tell you if they are not eligible to participate in Medicare.

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## E. How to get behavioral health services

Behavioral health services are available to all Absolute Total Care members. Most individual outpatient treatments described in Chapter 4 are covered with an in-network provider with prior authorization. For information about which services require prior authorization, see the benefits chart in Chapter 4, Section D, page 47 of this handbook. To get other behavioral health services please contact your care coordinator or PCP.

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## F. How to get long-term services and supports (LTSS)

Long-term services and supports (LTSS) help meet your daily needs for assistance and help improve the quality of your life. LTSS can help you with everyday tasks like taking a bath, getting dressed, and making food. Most of these services are provided in your home or in your community, but they could also 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
- 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.

See the Provider and Pharmacy Directory for more information about these programs.

**LTSS benefits can be available to members that are not enrolled in a waiver program if the member's condition or diagnosis makes them medically necessary.** If you are not part of a waiver program but would like to know if you qualify for LTSS, you can talk to your

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care coordinator about how to access them and whether you can join one of these waivers. Your care coordinator can provide you with resources available to you under our plan and information about how to apply for an appropriate waiver.

## How to get self-directed care

Self-directed care is available to all Absolute Total Care members. Self-directed care allows Absolute Total Care members to hire their own personal care attendants. The member (the person receiving the attendant's services, Absolute Total Care member, or surrogate) is the employer of the personal care attendant and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, firing the attendant. The member can also select to have a surrogate help them choose their personal care attendant services. Self-directed care requires prior authorization (approval in advance). To self-direct contact your care coordinator. The care coordinator will provide:

- A clear explanation that self-direction of personal care attendant services is voluntary, and that the extent to which members would like to self-direct is the member's choice;
- A clear explanation of the options to select self-directed supports or personal care provided by an agency; and
- An overview of the supports and resources available to assist members to participate to the extent desired in self-direction.

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## G. How to get transportation services

If you need information about transportation services, contact your care coordinator or waiver case manager. You can reach your plan care coordinator by calling Member Services at the number at the bottom of the page.

In addition to the transportation assistance that Absolute Total Care provides, you can call LogistiCare at 1-866-910-7684 from 8 a.m. to 5 p.m., Monday through Friday. TTY users call 711.

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## H. How to get covered services when you have a medical emergency or urgent need for care, or during a disaster

### Getting care when you have a medical emergency

#### *What is a medical emergency?*

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**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.

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A *medical emergency* is a medical condition recognizable by symptoms such as severe pain or serious injury. The condition is so serious that, if it doesn't get immediate medical attention, you or anyone with an average knowledge of health and medicine could expect it to result in:

- serious risk to your health; **or**
- serious harm to bodily functions; **or**
- serious dysfunction of any bodily organ or part.

***What should you do if you have a medical emergency?***

If you have a medical emergency:

- **Get help as fast as possible.** Call 911 or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that you tell our plan about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. However, you will not have to pay for emergency services because of a delay in telling us. Please contact your care coordinator at the number at the bottom of the page.

***What is covered if you have a medical emergency?***

You may get covered emergency care whenever you need it, anywhere in the United States or its territories. However, Medicare and our plan do not cover emergency care outside the United States and its territories. If you need an ambulance to get to the emergency room, our plan covers that. To learn more, see the Benefits Chart in Chapter 4, Section D, page 47.

If you have an emergency, we will talk with the doctors who give you emergency care. Those doctors will tell us when your medical emergency is over.

After the emergency is over, you may need follow-up care to be sure you get better. Your follow-up care will be covered by our plan. If you get your emergency care from out-of-network providers, we will try to get network providers to take over your care as soon as possible. If the provider that is treating you for an emergency takes care of the emergency but thinks you need other medical care to treat the problem that caused the emergency, the provider must call your care coordinator at the number at the bottom of the page. By notifying your care coordinator, this will ensure you receive the follow-up care needed to stabilize your condition and/or keep your condition from reoccurring.

Note: If you are traveling, Medicare does not provide coverage for emergency medical care outside of the United States and its territories.

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***What if it wasn't a medical emergency after all?***

Sometimes it can be hard to know if you have a medical emergency. You might go in for emergency care and have the doctor say it wasn't really a medical emergency. As long as you reasonably thought your health was in serious danger, we will cover your care.

However, after the doctor says it was *not* an emergency, we will cover your additional care *only* if:

- you go to a network provider, **or**
- the additional care you get is considered "urgently needed care" and you follow the rules for getting this care. (See the next section.)

**Getting urgently needed care*****What is urgently needed care?***

*Urgently needed care* is care you get for a sudden illness, injury, or condition that isn't an emergency but needs care right away. For example, you might have a flare-up of an existing condition and need to have it treated.

**Getting urgently needed care when you are in the plan's service area**

In most situations, we will cover urgently needed care *only* if:

- you get this care from a network provider, **and**
- you follow the other rules described in this chapter.

However, if you can't get to a network provider, we will cover urgently needed care you get from an out-of-network provider.

To access urgently needed services, you should go to the nearest urgent care center that is open. If you are seeking urgent care in our service area, you should look in the Provider and Pharmacy Directory for a listing of the urgent care centers in your plan's network. Or visit <http://mmp.absolutetotalcare.com>.

**Getting urgently needed care when you are outside the plan's service area**

When you are outside the service area, you might not be able to get care from a network provider. In that case, our plan will cover urgently needed care you get from any provider.

Our plan does not cover urgently needed care or any other care that you get outside the United States.

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## Getting care during a disaster

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from Absolute Total Care.

Please visit our website for information on how to obtain needed care during a declared disaster: <http://mmp.absolutetotalcare.com>.

During a declared disaster, if you cannot use a network provider, we will allow you to get care from out-of-network providers at the in-network cost-sharing rate. If you cannot use a network pharmacy during a declared disaster, you will be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section A, page 97 for more information.

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## I. What if you are billed directly for services covered by our plan?

**Do not pay directly for services that Healthy Connections Medicaid covers.**

- If a provider sends you a bill instead of sending it to our plan, you can ask us to pay our share of the bill.
- If you pay the provider, we can't pay you back, but the provider will. Member Services or the Healthy Connections Prime Advocate can help you contact the provider's office. See the bottom of the page and Chapter 2, Section H, page 24 for their phone numbers.

➔ **You should not pay the bill yourself. If you do, our plan may not be able to pay you back.**

If you have paid for your covered services or if you have gotten a bill for the full cost of covered medical services, **see Chapter 7, Section B, page 121 to learn what to do.**

## What should you do if services are not covered by our plan?

Absolute Total Care covers all services:

- that are medically necessary, **and**
- that are listed in the plan's Benefits Chart (see Chapter 4, Section D, page 47), **and**
- that you get by following plan rules.

➔ If you get services that aren't covered by our plan, **you must pay the full cost yourself.**

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**For more information**, visit <http://mmp.absolutetotalcare.com>.



If you want to know if we will pay for any medical service or care, you have the right to ask us. You also have the right to ask for this in writing. If we say we will not pay for your services, you have the right to appeal our decision.

Chapter 9, Section 4, page 150 explains what to do if you want the plan to cover a medical item or service. It also tells you how to appeal the plan's coverage decision. You may also call Member Services to learn more about your appeal rights.

We will pay for some services up to a certain limit. If you go over the limit, you will have to pay the full cost to get more of that type of service. Call Member Services to find out what the limits are and how close you are to reaching them.

Our plan is not allowed to reimburse members for Healthy Connections Medicaid-covered benefits. If you have questions about the benefits covered by Healthy Connections Medicaid, you can call Healthy Connections Medicaid (see Chapter 2, Section G, page 23) or you can call Member Services at the number at the bottom of the page.

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## J. How are your health care services covered when you are in a clinical research study?

### What is a clinical research study?

A *clinical research study* (also called a *clinical trial*) is a way doctors test new types of health care or drugs. They ask for volunteers to help with the study. This kind of study helps doctors decide whether a new kind of health care or drug works and whether it is safe.

Once Medicare approves a study you want to be in, someone who works on the study will contact you. That person will tell you about the study and see if you qualify to be in it. You can be in the study as long as you meet the required conditions. You must also understand and accept what you must do for the study.

While you are in the study, you may stay enrolled in our plan. That way you continue to get care not related to the study.

If you want to participate in a Medicare-approved clinical research study, you do *not* need to get approval from us or your primary care provider. The providers that give you care as part of the study do *not* need to be network providers.

### **You do need to tell us before you start participating in a clinical research study.**

If you plan to be in a clinical research study, you or your care coordinator should contact Member Services to let us know you will be in a clinical trial.

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**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 <http://mmp.absolutetotalcare.com>.



## When you are in a clinical research study, who pays for what?

If you volunteer for a clinical research study that Medicare approves, you will pay nothing for the services covered under the study and Medicare will pay for services covered under the study as well as routine costs associated with your care. Once you join a Medicare-approved clinical research study, you are covered for most items and services you get as part of the study. This includes:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure that is part of the research study.
- Treatment of any side effects and complications of the new care.

If you are part of a study that Medicare has *not* approved, **you will have to pay any costs for being in the study.**

## Learning more

You can learn more about joining a clinical research study by reading "Medicare & Clinical Research Studies" on the Medicare website (<https://www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf>). You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

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## K. How are your health care services covered when you are in a religious non-medical health care institution?

### What is a religious non-medical health care institution?

*A religious non-medical health care institution* is a place that provides care you would normally get in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against your religious beliefs, we will cover care in a religious non-medical health care institution. You may choose to get health care at any time for any reason. This benefit is only for Medicare Part A inpatient services (non-medical health care services). Medicare will only pay for non-medical health care services provided by religious non-medical health care institutions.

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## What care from a religious non-medical health care institution is covered by our plan?

To get care from a religious non-medical health care institution, you must sign a legal document that says you are against getting medical treatment that is “non-excepted.”

- “Non-excepted” medical treatment is any care that is *voluntary* and *not required* by any federal, state, or local law.
- “Excepted” medical treatment is any care that is *not* voluntary and *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services is limited to *non-religious* aspects of care.
- If you get services from this institution that are provided to you in a facility, the following applies:
  - » You must have a medical condition that would allow you to get covered services for inpatient hospital care or skilled nursing facility care.
  - » You must get approval from our plan before you are admitted to the facility or your stay will not be covered.

Our plan covers unlimited days for inpatient hospital care when authorized by the plan. Please see the Benefits Chart in Chapter 4, Section D, page 47 for more information.

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## L. Rules for owning durable medical equipment (DME)

### Will you own your DME?

*Durable medical equipment* (DME) means certain items ordered by a provider for use in your own home. Examples of these items are wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers.

You will always own certain items, such as prosthetics. In this section, we discuss DME you must rent.

In Medicare, people who rent certain types of DME own it after 13 months. As a member of Absolute Total Care, our plan will rent most DME items for you for a maximum of 13 months.

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After 13 months, our plan will transfer ownership of the DME item to you, and it is considered purchased. However, Absolute Total Care does not pay for maintenance fees. *Call Member Services to find out more.*

### What happens if you switch to Medicare?

You will have to make 13 payments in a row under Original Medicare to own the DME item if:

- you did not become the owner of the DME item while you were in our plan **and**
- you leave our plan and get your Medicare benefits outside of any health plan in the Original Medicare program.

If you made payments for the DME item under Original Medicare before you joined our plan, those Medicare payments do not count toward the 13 payments. You will have to make 13 new payments in a row under Original Medicare to own the DME item.

➔ There are no exceptions to this case when you return to Original Medicare.

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## Chapter 4: Benefits Chart

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## A. Understanding your out-of-pocket costs for your covered services

This chapter tells you what services Absolute Total Care pays for. It also tells how much you pay for each service. You can also learn about services that are not covered. Information about drug benefits is in Chapter 5. This chapter also explains limits on some services.

For some services, you will be charged an out-of-pocket cost called a copay. This is a fixed amount (for example, \$5) you pay each time you get that service. You pay the copay at the time you get the medical service.

If you need help understanding what services are covered, call your care coordinator and/or Member Services at the number at the bottom of the page.

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## B. Our plan does not allow providers to charge you for services

We do not allow Absolute Total Care providers to bill you for covered services. We pay our providers directly, and we protect you from any charges. This is true even if we pay the provider less than the provider charges for a service.

➔ **You should never get a bill from a provider for covered services. If you do, see Chapter 7, Section B, page 121 or call Member Services.**

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## C. About the Benefits Chart

The Benefits Chart tells you which services the plan pays for. It lists categories of services in alphabetical order and explains the covered services.

**We will pay for the services listed in the Benefits Chart only when the following rules are met.**

- Your Medicare and Healthy Connections Medicaid covered services must be provided according to the rules set by Medicare and Healthy Connections Medicaid.
- The services (including medical care, services, supplies, equipment, and drugs) must be medically necessary. Medically necessary means services that are reasonable and necessary for the diagnosis or treatment of your illness or injury, to improve the functioning of a malformed body member, or otherwise medically necessary under Medicare law. In accordance with Healthy Connections Medicaid law and regulation, services must be to prevent, diagnose, or treat a medical condition. The services must also be provided in an appropriate facility for your medical condition and follow generally accepted standards of medical care.
- You get your care from a network provider. A network provider is a provider who works with the health plan. In most cases, the plan will not pay for care you get from an out-of-network provider. Chapter 3, Section D, page 30 has more information about using network and out-of-network providers.
- You have a primary care provider (PCP) or a care team that is providing and managing your care. In most cases, your PCP must give you approval before you can see other network providers. This is called a referral. Chapter 3, Section D, page 30 has more information about getting a referral and explains when you do not need a referral.
  - » When you first join the plan, you can continue seeing the providers you see now for 180 days or until we have completed your comprehensive assessment and created a transition plan that you agree with. If you need to continue seeing your out-of-network providers after your first 180 days in our plan, we will only cover that care if the provider enters a single case agreement with us. A single case agreement is an exception to treat the provider as an in-network provider. If you are getting ongoing treatment from an out-of-network provider and think they may need a single case agreement in order to keep treating you, contact Member Services at the number at the bottom of the page.
- Some of the services listed in the Benefits Chart are covered only if your doctor or other network provider gets approval from us first. This is called *prior authorization*.

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Covered services that need approval first are marked in the Benefits Chart in **bold type**.

All preventive services are free. You will see this apple 🍏 next to preventive services in the Benefits Chart.


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## D. The Benefits Chart

General services that our plan pays for	What you must pay
 <b>Abdominal aortic aneurysm screening</b>  A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.	\$0
<b>Alcohol misuse screening and counseling</b>  The plan will pay for one alcohol-misuse screening for adults who misuse alcohol but are not alcohol dependent.  If you screen positive for alcohol misuse, you can get up to four brief, face-to-face counseling sessions each year (if you are able and alert during counseling) with a qualified primary care provider or practitioner in a primary care setting.  You can also get rehabilitative and recovery services focused on coping skills which will help you manage your symptoms and behaviors. These services may be in an individual or group setting.	\$0

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General services that our plan pays for	What you must pay
<p><b>Ambulance services</b></p> <p>Covered ambulance services include fixed-wing, rotary-wing, and ground ambulance services. The ambulance will take you to the nearest place that can give you care. Your condition must be serious enough that other ways of getting to a place of care could risk your life or health. Ambulance services for other cases must be approved by the plan.</p> <p>In cases that are <i>not</i> emergencies, the plan <i>may</i> pay for an ambulance. Your condition must be serious enough that other ways of getting to a place of care could risk your life or health.</p>	<p><b>Prior authorization (approval in advance) is required for non emergency ambulance services. Please contact the plan for details.</b></p> <p>\$0</p>
<p> <b>Annual wellness visit</b></p> <p>If you have been in Medicare Part B for more than 12 months, you can get an annual checkup. This is to make or update a prevention plan based on your current risk factors. The plan will pay for this once every 12 months.</p> <p><b>Note:</b> You cannot have your first annual checkup within 12 months of your “Welcome to Medicare” preventive visit. You will be covered for annual checkups after you have had Part B for 12 months. You do not need to have had a “Welcome to Medicare” visit first.</p>	<p>\$0</p>
<p> <b>Bone mass measurement</b></p> <p>The plan will pay for certain procedures for members who qualify (usually, someone at risk of losing bone mass or at risk of osteoporosis). These procedures identify bone mass, find bone loss, or find out bone quality. The plan will pay for the services once every 24 months, or more often if they are medically necessary. The plan will also pay for a doctor to look at and comment on the results.</p>	<p>\$0</p>

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General services that our plan pays for	What you must pay
 <b>Breast cancer screening (mammograms)</b>  The plan will pay for the following services: <ul style="list-style-type: none"> <li>▪ One screening mammogram every 12 months for women age 40 and older</li> <li>▪ Clinical breast exams once every 24 months</li> </ul>	\$0
<b>Cardiac (heart) rehabilitation services</b>  The plan will pay for cardiac rehabilitation services such as exercise, education, and counseling. Members must meet certain conditions with a doctor's order. The plan also covers <i>intensive</i> cardiac rehabilitation programs, which are more intense than cardiac rehabilitation programs.	\$0
 <b>Cardiovascular (heart) disease risk reduction visit (therapy for heart disease)</b>  The plan pays for one visit a year with your primary care provider to help lower your risk for heart disease. During this visit, your doctor may: <ul style="list-style-type: none"> <li>▪ discuss aspirin use,</li> <li>▪ check your blood pressure, or</li> <li>▪ give you tips to make sure you are eating well.</li> </ul>	\$0
 <b>Cardiovascular (heart) disease testing</b>  The plan pays for blood tests to check for cardiovascular disease once every five years (60 months). These blood tests also check for defects due to high risk of heart disease.	\$0

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General services that our plan pays for	What you must pay
 <b>Cervical and vaginal cancer screening</b>  The plan will pay for the following services: <ul style="list-style-type: none"> <li>▪ For all women: Pap tests and pelvic exams once every 24 months</li> <li>▪ For women who are at high risk of cervical or vaginal cancer: one Pap test every 12 months</li> </ul>	\$0
<b>Chiropractic services</b>  The plan will pay for the following services: <ul style="list-style-type: none"> <li>▪ Adjustments of the spine to correct alignment</li> </ul> The plan will only pay for other chiropractic services that are medically necessary. For other chiropractic services to be covered, you must have a significant health problem in the form of a neuromuscular condition. Chiropractic services for diseases not directly related to your spine, such as rheumatoid arthritis, muscular dystrophy, multiple sclerosis (MS), pneumonia, and emphysema, are not covered.	\$0

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General services that our plan pays for	What you must pay
<p> <b>Colorectal cancer screening</b></p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>▪ Flexible sigmoidoscopy (or screening barium enema) every 48 months</li> <li>▪ Fecal occult blood test, every 12 months</li> <li>▪ Guaiac-based fecal occult blood test or fecal immunochemical test, every 12 months</li> <li>▪ DNA based colorectal screening, every 3 years</li> </ul> <p>For people at high risk of colorectal cancer, the plan will pay for one screening colonoscopy (or screening barium enema) every 24 months</p> <p>For people not at high risk of colorectal cancer, the plan will pay for one screening colonoscopy every ten years (but not within 48 months of a screening sigmoidoscopy).</p>	\$0
<p> <b>Counseling to stop smoking or tobacco use</b></p> <p>If you use tobacco but do not have signs or symptoms of tobacco-related disease:</p> <ul style="list-style-type: none"> <li>▪ The plan will pay for two counseling quit attempts in a 12 month period as a preventive service. This service is free for you. Each counseling attempt includes up to four face-to-face visits.</li> </ul> <p>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco:</p> <ul style="list-style-type: none"> <li>▪ The plan will pay for two counseling quit attempts within a 12 month period. Each counseling attempt includes up to four face-to-face visits.</li> </ul>	\$0

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General services that our plan pays for	What you must pay
<p><b>Dental services</b></p> <p>Absolute Total Care will pay for the following services:</p> <ul style="list-style-type: none"> <li>▪ Emergency medical procedures performed by oral surgeons.</li> <li>▪ Dental procedures related to the following: <ul style="list-style-type: none"> <li>» Organ transplants</li> <li>» Oncology</li> <li>» Radiation of the head and/or neck for cancer treatment</li> <li>» Chemotherapy for cancer treatment</li> <li>» Total joint replacement</li> <li>» Heart valve replacement</li> <li>» Trauma treatment performed in a hospital or ambulatory surgical center</li> </ul> </li> </ul> <p>Preventive and comprehensive dental services are covered through Healthy Connections Medicaid. Please see Section F, page 91 of this chapter for more information.</p>	\$0
<p> <b>Depression screening</b></p> <p>The plan will pay for one depression screening each year. The screening must be done in a primary care setting that can give follow-up treatment and referrals.</p>	\$0

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General services that our plan pays for	What you must pay
 <b>Diabetes screening</b>  <p>The plan will pay for this screening (includes fasting glucose tests) if you have any of the following risk factors:</p> <ul style="list-style-type: none"> <li>▪ High blood pressure (hypertension)</li> <li>▪ History of abnormal cholesterol and triglyceride levels (dyslipidemia)</li> <li>▪ Obesity</li> <li>▪ History of high blood sugar (glucose)</li> </ul> <p>Tests may be covered in some other cases, such as if you are overweight and have a family history of diabetes.</p> <p>Depending on the test results, you may qualify for up to two diabetes screenings every 12 months</p>	<p>\$0</p>

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General services that our plan pays for	What you must pay
<p> <b>Diabetic self-management training, services, and supplies</b></p> <p>The plan will pay for the following services for all people who have diabetes (whether they use insulin or not):</p> <ul style="list-style-type: none"> <li>■ Supplies to monitor your blood glucose, including the following: <ul style="list-style-type: none"> <li>» A blood glucose monitor</li> <li>» Blood glucose test strips</li> <li>» Lancet devices and lancets</li> <li>» Glucose-control solutions for checking the accuracy of test strips and monitors</li> </ul> </li> <li>■ For people with diabetes who have severe diabetic foot disease, the plan will pay for the following: <ul style="list-style-type: none"> <li>» One pair of therapeutic custom-molded shoes (including inserts) and two extra pairs of inserts each calendar year, <b>or</b></li> <li>» One pair of depth shoes and three pairs of inserts each year (not including the non-customized removable inserts provided with such shoes)</li> </ul> <p>The plan will also pay for fitting the therapeutic custom-molded shoes or depth shoes.</p> </li> <li>■ The plan will pay for training to help you manage your diabetes, in some cases. You are eligible for Diabetes Management Services if your provider determines this will help you. You are limited to 10 hours of diabetes education in your lifetime.</li> </ul>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Durable medical equipment (DME) and related supplies</b></p> <p>(For a definition of “Durable medical equipment (DME),” see Chapter 12, page 208 of this handbook.)</p> <p>The following items are covered:</p> <ul style="list-style-type: none"> <li>▪ Wheelchairs</li> <li>▪ Crutches</li> <li>▪ Powered mattress systems</li> <li>▪ Diabetic supplies</li> <li>▪ Hospital beds ordered by a provider for use in the home</li> <li>▪ IV infusion pumps</li> <li>▪ Speech generating devices</li> <li>▪ Oxygen equipment and supplies</li> <li>▪ Nebulizers</li> <li>▪ Walkers</li> </ul> <p>Other items <i>may</i> be covered.</p> <p>We will pay for all medically necessary DME that Medicare and Healthy Connections Medicaid usually pay for. If our supplier in your area does not carry a particular brand or maker, you may ask them if they can special-order it for you.</p> <p>The plan will rent most DME items for you for a maximum of 13 months. After 13 months, our plan will transfer ownership of the DME item to you, and it is considered purchased. However, Absolute Total Care does not pay for maintenance fees.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0 copay for durable medical equipment covered by Medicare</p> <p>\$3.40 copay for durable medical equipment covered by Healthy Connections Medicaid (specialized supplies)</p>

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General services that our plan pays for	What you must pay
<p><b>Emergency care</b></p> <p><i>Emergency care</i> means services that are:</p> <ul style="list-style-type: none"> <li>▪ given by a provider trained to give emergency services, <b>and</b></li> <li>▪ needed to treat a medical emergency.</li> </ul> <p>A <i>medical emergency</i> is a medical condition with severe pain or serious injury. The condition is so serious that, if it doesn't get immediate medical attention, anyone with an average knowledge of health and medicine could expect it to result in:</p> <ul style="list-style-type: none"> <li>▪ serious risk to your health; <b>or</b></li> <li>▪ serious harm to bodily functions; <b>or</b></li> <li>▪ serious dysfunction of any bodily organ or part.</li> </ul> <p>Emergency services are only covered when you get them within the U.S.</p>	<p>\$0</p> <p>If you get emergency care at an out-of-network hospital and need inpatient care after your emergency is stabilized, you must return to a network hospital for your care to continue to be paid for. You can stay in the out-of-network hospital for your inpatient care only if the plan approves your stay.</p>

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General services that our plan pays for	What you must pay
<p><b>Family planning services</b></p> <p>The law lets you choose any provider to get certain family planning services from. This means any doctor, clinic, hospital, pharmacy, or family planning office.</p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>▪ Family planning exam and medical treatment</li> <li>▪ Family planning lab and diagnostic tests</li> <li>▪ Family planning methods</li> <li>▪ Family planning supplies with prescription (condoms)</li> <li>▪ Counseling and testing for sexually transmitted infections (STIs), AIDS, and other HIV-related conditions</li> <li>▪ Treatment for sexually transmitted infections (STIs)</li> <li>▪ Voluntary sterilization (You must be age 21 or older, and you must sign a federal sterilization consent form. At least 30 days, but not more than 180 days, must pass between the date that you sign the form and the date of surgery.)</li> </ul> <p>The plan will also pay for some other family planning services. However, you must see a provider in the plan's network for the following services:</p> <ul style="list-style-type: none"> <li>▪ Treatment for medical conditions of infertility</li> <li>▪ Treatment for AIDS and other HIV-related conditions</li> <li>▪ Genetic testing</li> </ul>	<p>\$0</p>

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General services that our plan pays for	What you must pay
<p> <b>Health and wellness education programs</b></p> <p>The plan has a range of health and wellness education programs activities for members, their family members, and other informal caregivers. Some examples of topics that may be covered are:</p> <ul style="list-style-type: none"> <li>▪ Self-management for chronic conditions</li> <li>▪ Quitting smoking</li> <li>▪ Preventing falls</li> <li>▪ Caregiver support</li> <li>▪ Nutrition</li> <li>▪ Alcohol and drug abuse</li> <li>▪ Managing your medications</li> <li>▪ Fitness Members can receive up to a \$250 reimbursement every year for gym memberships and fitness classes.</li> <li>▪ Disease planning</li> <li>▪ Preparing for emergencies</li> <li>▪ Telemonitoring services. Telemonitoring equipment monitors weight, blood pressure, blood oxygen and glucose levels of members.</li> <li>▪ Nurse Hotline. Available 24 hours a day, 7 days a week.</li> <li>▪ Post discharge In-home Medication Reconciliation.</li> <li>▪ Disease Management such as Diabetes Management programs.</li> </ul>	<p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Hearing services</b></p> <p>The plan pays for hearing and balance tests done by your provider. These tests tell you whether you need medical treatment. They are covered as outpatient care when you get them from a physician, audiologist, or other qualified provider.</p> <p>The plan also covers the following:</p> <ul style="list-style-type: none"> <li>• One routine hearing exam every calendar year.</li> <li>• One hearing aid fitting/evaluation every calendar year.</li> <li>• There is a maximum plan coverage amount of \$1,250 every calendar year for hearing aids.</li> </ul> <p>If you have a cochlear implant or a surgically implanted hearing device, the plan pays for replacement parts.</p>	\$0
<p> <b>HIV screening</b></p> <p>The plan pays for one HIV screening exam every 12 months for people who:</p> <ul style="list-style-type: none"> <li>▪ ask for an HIV screening test, <b>or</b></li> <li>▪ are at increased risk for HIV infection.</li> </ul> <p>Members who have HIV or AIDS can get extra services by joining a Community Long Term Care (CLTC) waiver program. See Section E, page 87 for more information about services for members who qualify.</p>	\$0

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General services that our plan pays for	What you must pay
<p><b>Home health agency care</b></p> <p>Before you can get home health services, a doctor must tell us you need them, and they must be provided by a home health agency.</p> <p>The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ Part-time or intermittent skilled nursing and home health aide services (to be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week, and no more than 50 Medicaid-covered visits per year).</li> <li>▪ Physical therapy, occupational therapy, and speech therapy</li> <li>▪ Medical and social services</li> <li>▪ Medical equipment and supplies (including, but not limited to, incontinence supplies)</li> </ul>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0 copay for home health care services covered by Medicare</p> <p>\$3.30 copay for personal care services covered by Healthy Connections Medicaid</p> <p>\$0 copay for incontinence supplies covered by Healthy Connections Medicaid</p>

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General services that our plan pays for	What you must pay
<p><b>Hospice care</b></p> <p>You can get care from any hospice program certified by Medicare. You have the right to elect hospice if your provider and hospice medical director determine you have a terminal prognosis. This means you have a terminal illness and are expected to have six months or less to live. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>The plan will pay for the following while you are getting hospice services:</p> <ul style="list-style-type: none"> <li>▪ Drugs to treat symptoms and pain</li> <li>▪ Short-term respite care</li> <li>▪ Home care</li> </ul> <p><b><i>Hospice services and services covered by Medicare Part A or B are billed to Medicare:</i></b></p> <ul style="list-style-type: none"> <li>▪ See Section F, page 91 of this chapter for more information.</li> </ul> <p><b><i>For services covered by Absolute Total Care but not covered by Medicare Part A or B:</i></b></p> <ul style="list-style-type: none"> <li>▪ Absolute Total Care will cover plan-covered services not covered under Medicare Part A or B. The plan will cover the services whether or not they are related to your terminal prognosis. You pay the plan's cost sharing amount for these services.</li> </ul> <p><b><i>For drugs that may be covered by Absolute Total Care's Medicare Part D benefit:</i></b></p> <ul style="list-style-type: none"> <li>▪ Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section F, page 107.</li> </ul> <p><b><i>This benefit is continued on the next page</i></b></p>	<p>\$0</p> <p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not Absolute Total Care.</p>

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General services that our plan pays for	What you must pay
<p><b>Hospice care (continued)</b></p> <p><b>Note:</b> If you need non-hospice care, you should call your care coordinator to arrange the services. Non-hospice care is care that is not related to your terminal prognosis. To reach your care coordinator, call the number at the bottom of the page.</p> <p>Our plan covers hospice consultation services (one time only) for a terminally ill person who has not chosen the hospice benefit.</p>	
<p> <b>Immunizations</b></p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>▪ Pneumonia vaccine</li> <li>▪ Flu shots, once a year, in the fall or winter</li> <li>▪ Hepatitis B vaccine if you are at high or intermediate risk of getting hepatitis B</li> <li>▪ Other vaccines if you are at risk and they meet Medicare Part B coverage rules</li> </ul> <p>The plan will pay for other vaccines that meet the Healthy Connections Medicaid or Medicare Part D coverage rules. Read Chapter 6, Section D, page 116 to learn more.</p>	\$0
<p><b>Incontinence supplies</b></p> <p>The plan will pay for incontinence supplies if your doctor believes you need them. The quantities and frequencies of supplies are determined by your level of incontinence.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Infusion therapy</b></p> <p>The plan covers infusion pumps (and some medicines used in infusion pumps) that a doctor prescribes for use in your home.</p> <p>If you don't want to get infusion therapy in a doctor's office or hospital, you can use an infusion center. See <i>Provider and Pharmacy Directory</i> for a list of infusion centers. You can get the following services at an infusion center:</p> <ul style="list-style-type: none"> <li>▪ Chemotherapy</li> <li>▪ Hydration</li> <li>▪ Intravenous immunoglobulin (IVIG)</li> <li>▪ Blood and blood products</li> <li>▪ Antibiotics</li> <li>▪ Intrathecal/lumbar puncture</li> <li>▪ Inhalation</li> <li>▪ Therapeutic phlebotomy</li> </ul> <p>A doctor will be on-site at the infusion center in case there are medical emergencies.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Inpatient hospital care</b></p> <p>The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ Semi-private room (or a private room if it is medically necessary)</li> <li>▪ Meals, including special diets</li> <li>▪ Regular nursing services</li> <li>▪ Costs of special care units, such as intensive care or coronary care units</li> <li>▪ Drugs and medications</li> <li>▪ Lab tests</li> <li>▪ X-rays and other radiology services</li> <li>▪ Needed surgical and medical supplies</li> <li>▪ Appliances, such as wheelchairs</li> <li>▪ Operating and recovery room services</li> <li>▪ Physical, occupational, and speech therapy</li> <li>▪ Inpatient substance abuse services</li> <li>▪ Blood, including storage and administration</li> <li>▪ Physician services</li> <li>▪ In some cases, the following types of transplants: corneal, kidney, kidney/pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral.</li> </ul> <p>If you need a transplant, a Medicare-approved transplant center will review your case and decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If local transplant providers are willing to accept the Medicare rate, then you can get your transplant services locally or outside the pattern of care for your community.</p> <p><b><i>This benefit is continued on the next page</i></b></p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p> <p>You must get approval from the plan to keep getting inpatient care at an out-of-network hospital after your emergency is under control.</p>

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General services that our plan pays for	What you must pay
<p><b>Inpatient hospital care (continued)</b></p> <p>If Absolute Total Care provides transplant services outside the pattern of care for your community and you choose to get your transplant there, we will arrange or pay for lodging and travel costs for you and one other person. If transplant services are available at a local Medicare-approved transplant center, transportation and lodging will not be covered by Absolute Total Care.</p>	
<p><b>Inpatient mental health care</b></p> <ul style="list-style-type: none"> <li>▪ The plan will pay for mental health care services that require a hospital stay.</li> <li>▪ There is a 190-day lifetime limit for inpatient mental health care in a psychiatric hospital. The 190-day limit does not apply to inpatient mental health services provided in a psychiatric unit of a general hospital.</li> <li>▪ After you use your 190 days, these services are available at an Institution for Mental Diseases (IMD). An IMD is defined as an institution primarily engaged in providing diagnosis, treatment, or care of persons with mental diseases, including medical attention, nursing care, and related services. Whether a facility is an IMD is determined by its overall character as that of a facility established and maintained primarily for the care and treatment of individuals with mental diseases.</li> </ul>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Inpatient stay: Covered services in a hospital or skilled nursing facility (SNF) during a non-covered inpatient stay</b></p> <p>If your inpatient stay is not reasonable and needed, the plan will not pay for it.</p> <p>However, in some cases the plan will pay for services you get while you are in the hospital or a nursing home. The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ Doctor services</li> <li>▪ Diagnostic tests, like lab tests</li> <li>▪ X-ray, radium, and isotope therapy, including technician materials and services</li> <li>▪ Surgical dressings</li> <li>▪ Splints, casts, and other devices used for fractures and dislocations</li> <li>▪ Prosthetics and orthotic devices, other than dental, including replacement or repairs of such devices. These are devices that: <ul style="list-style-type: none"> <li>» replace all or part of an internal body organ (including contiguous tissue), or</li> <li>» replace all or part of the function of an inoperative or malfunctioning internal body organ.</li> </ul> </li> <li>▪ Leg, arm, back, and neck braces, trusses, and artificial legs, arms, and eyes. This includes adjustments, repairs, and replacements needed because of breakage, wear, loss, or a change in the patient's condition</li> <li>▪ Physical therapy, speech therapy, and occupational therapy</li> </ul>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>A referral may be required. Please contact the plan for details.</p> <p>\$0 for most items</p> <p>\$3.40 for prosthetics, orthotic devices, and medical supplies covered only by Healthy Connections Medicaid</p>

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General services that our plan pays for	What you must pay
<p><b>Kidney disease services and supplies</b></p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>▪ Kidney disease education services to teach kidney care and help members make good decisions about their care. You must have stage IV chronic kidney disease, and your doctor must refer you. The plan will cover up to six sessions of kidney disease education services.</li> <li>▪ Outpatient dialysis treatments, including dialysis treatments when temporarily out of the service area, as explained in Chapter 3, Section B, page 27</li> <li>▪ Inpatient dialysis treatments if you are admitted as an inpatient to a hospital for special care</li> <li>▪ Self-dialysis training, including training for you and anyone helping you with your home dialysis treatments</li> <li>▪ Home dialysis equipment and supplies</li> <li>▪ Certain home support services, such as necessary visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply</li> </ul> <p><b>Your Medicare Part B drug benefit pays for some drugs for dialysis. For information, please see “Medicare Part B prescription drugs” in this chart.</b></p>	<p>\$0</p>

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General services that our plan pays for	What you must pay
<p> <b>Lung cancer screening</b></p> <p>The plan will pay for lung cancer screening every 12 months if you:</p> <ul style="list-style-type: none"> <li>▪ Are aged 55-77, <i>and</i></li> <li>▪ Have a counseling and shared decision-making visit with your doctor or other qualified provider, <i>and</i></li> <li>▪ Have smoked at least one pack a day for 30 years with no signs or symptoms of lung cancer <i>or</i> smoke now or have quit within the last 15 years.</li> </ul> <p>After the first screening, the plan will pay for another screening each year with a written order from your doctor or other qualified provider.</p>	\$0
<p> <b>Medical nutrition therapy</b></p> <p>This benefit is for people with diabetes or kidney disease without dialysis. It is also for after a kidney transplant when ordered by your doctor.</p> <p>The plan will pay for three hours of one-on-one counseling services during your first year that you get medical nutrition therapy services under Medicare. (This includes our plan, any other Medicare Advantage plan, or Medicare.) We pay for two hours of one-on-one counseling services each year after that. If your condition, treatment, or diagnosis changes, you may be able to get more hours of treatment with a doctor's order. A doctor must prescribe these services and renew the order each year if your treatment is needed in the next calendar year.</p>	\$0

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General services that our plan pays for	What you must pay
 <b>Medicare Diabetes Prevention Program (MDPP)</b>  The plan will pay for MDPP services.  MDPP is a program that provides training on how to change your diet, increase physical activity, and find ways to help maintain weight loss and a healthy lifestyle.	<b>Prior Authorization (approval in advance) may be required. Please contact the plan for details.</b>  \$0

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General services that our plan pays for	What you must pay
<p><b>Medicare Part B prescription drugs</b></p> <p>These drugs are covered under Part B of Medicare. Absolute Total Care will pay for the following drugs:</p> <ul style="list-style-type: none"> <li>▪ Drugs you don't usually give yourself and are injected or infused while you are getting doctor, hospital outpatient, or ambulatory surgery center services</li> <li>▪ Drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan</li> <li>▪ Clotting factors you give yourself by injection if you have hemophilia</li> <li>▪ Immunosuppressive drugs, if you were enrolled in Medicare Part A at the time of the organ transplant</li> <li>▪ Osteoporosis drugs that are injected. These drugs are paid for if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot inject the drug yourself</li> <li>▪ Antigens</li> <li>▪ Certain oral anti-cancer drugs and anti-nausea drugs</li> <li>▪ Certain drugs for home dialysis, including heparin, the antidote for heparin (when medically needed), topical anesthetics, and erythropoiesis-stimulating agents (such as Epogen®, Procrit®, Epoetin Alfa, Aranesp®, or Darbepoetin Alfa)</li> <li>▪ IV immune globulin for the home treatment of primary immune deficiency diseases</li> </ul> <p>➔ <b>Chapter 5, Introduction, page 96 explains the outpatient prescription drug benefit.</b> It explains rules you must follow to have prescriptions covered.</p> <p>➔ <b>Chapter 6, Section C, page 114 explains what you pay for your outpatient prescription drugs through our plan.</b></p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Nursing home care</b></p> <p>Your plan will cover the following services:</p> <ul style="list-style-type: none"> <li>▪ Nursing services: all nursing services to meet the total needs of the resident.</li> <li>▪ Special services: assistance from social workers, planned activities, and various therapies</li> <li>▪ Personal services: assistance with eating, dressing, toilet functions, baths, etc.</li> <li>▪ Room and board: semi-private or ward accommodations</li> <li>▪ Safety and treatment equipment: wheelchairs, infusion equipment, bedside commode, etc.</li> <li>▪ Medications: over-the counter medications (except for insulin)</li> <li>▪ Medical supplies and oxygen: oxygen, equipment for inhalation therapy, catheters, dressings, etc.</li> </ul> <p>Services that are not covered include physician services, lab/x-ray, inpatient and outpatient hospital services, prescription drugs, etc.</p> <p>Please note that skilled nursing facility (SNF) care is covered under its own category in this chart.</p>	<p>Please contact your care manager to learn if you will need to contribute toward your nursing home care.</p>

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General services that our plan pays for	What you must pay
<p><b>Nursing home transition services</b></p> <p>Nursing home transition services are available if you are in a nursing home and want to move back into your community. The services help if you have a disability or mental health condition. The following services are available if you go from a nursing home to a community waiver program:</p> <ul style="list-style-type: none"> <li>▪ Appliance services which provide necessary appliances</li> <li>▪ Furniture to establish a home in the community</li> <li>▪ One-time assistance with rent or utilities</li> </ul> <p>The Home Again program is designed to help people who have lived in a nursing home and wish to return to the community through participating in one of the three Community Long Term Care (CLTC) waiver programs. If you lived in a nursing facility for at least 90 days, you may qualify for the program and get the following services:</p> <ul style="list-style-type: none"> <li>▪ Transition coordination</li> <li>▪ Crisis intervention</li> <li>▪ Expanded employment services</li> <li>▪ Expanded assistive devices</li> <li>▪ Expanded goods and services</li> <li>▪ Wireless sensors</li> <li>▪ Community living services</li> <li>▪ Guided care nurse</li> <li>▪ Service animals</li> </ul> <p>If you think you qualify for the program, talk to your care coordinator.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
 <b>Obesity screening and therapy to keep weight down</b>  If you have a body mass index of 30 or more, the plan will pay for counseling to help you lose weight. You must get the counseling in a primary care setting. That way, it can be managed with your full prevention plan. Talk to your primary care provider to find out more.	\$0
<b>Outpatient diagnostic tests and therapeutic services and supplies</b>  The plan will pay for the following services, and maybe other services not listed here: <ul style="list-style-type: none"> <li>▪ X-rays</li> <li>▪ Radiation (radium and isotope) therapy, including technician materials and supplies</li> <li>▪ Surgical supplies, such as dressings</li> <li>▪ Splints, casts, and other devices used for fractures and dislocations</li> <li>▪ Lab tests</li> <li>▪ Blood, including storage and administration</li> <li>▪ Other outpatient diagnostic tests</li> </ul>	<b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b>  \$0

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General services that our plan pays for	What you must pay
<p><b>Outpatient hospital services</b></p> <p>The plan pays for medically needed services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery</li> <li>▪ Labs and diagnostic tests billed by the hospital</li> <li>▪ Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be needed without it</li> <li>▪ X-rays and other radiology services billed by the hospital</li> <li>▪ Medical supplies, such as splints and casts</li> <li>▪ Preventive screenings and services listed throughout the Benefits Chart</li> <li>▪ Some drugs that you can't give yourself</li> </ul>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Outpatient mental health care</b></p> <p>The plan will pay for mental health services provided by:</p> <ul style="list-style-type: none"> <li>▪ a state-licensed psychiatrist or doctor,</li> <li>▪ a clinical psychologist,</li> <li>▪ a clinical social worker,</li> <li>▪ a clinical nurse specialist,</li> <li>▪ a nurse practitioner,</li> <li>▪ a physician assistant,</li> <li>▪ a licensed marriage and family therapist,</li> <li>▪ a licensed professional counselor, <b>or</b></li> <li>▪ any other Medicare-qualified mental health care professional as allowed under applicable state laws.</li> </ul> <p>The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ Clinic services</li> <li>▪ Day treatment</li> <li>▪ Psychosocial rehab services</li> </ul>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>
<p><b>Outpatient rehabilitation services</b></p> <p>The plan will pay for physical therapy, occupational therapy, and speech therapy. Physical therapy services must improve or restore your physical function and prevent injury, impairments, and disabilities after a disease, injury, or loss of a body part.</p> <p>You can get outpatient rehabilitation services from hospital outpatient departments, independent therapist offices, comprehensive outpatient rehabilitation facilities (CORFs), and other facilities.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Outpatient substance abuse services</b></p> <p>Medicare Part B helps pay for outpatient substance abuse treatment services from a clinic or hospital outpatient department.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Psychotherapy</li> <li>▪ Patient education</li> <li>▪ Follow-up care after you leave the hospital</li> <li>▪ Prescription drugs during a hospital stay or injected at a doctor's office.</li> <li>▪ Preventive screening and counseling</li> </ul>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>
<p><b>Outpatient surgery</b></p> <p>The plan will pay for outpatient surgery and services at hospital outpatient facilities and ambulatory surgical centers.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>
<p><b>Over-the-Counter (OTC) Items</b></p> <p>The plan covers limited OTC items available through mail order. Contact Absolute Total Care at 1-855-735-4398 (TTY: 711) for more information.</p> <p>The plan covers up to \$25 every calendar month for eligible over-the-counter items available through mail order. Any unused amount does not carry over to the next month.</p>	<p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Palliative care</b></p> <p>Palliative care is specialized medical care for people with serious illnesses. This type of care is focused on providing patients with relief from the symptoms, pain, and stress of a serious illness. The goal is to improve quality of life for both the patient and the family.</p> <p>Palliative care is provided by a team that may include doctors, nurses, social workers, chaplains, and others who work with a patient's other doctors to provide an extra layer of support. The team will:</p> <ul style="list-style-type: none"> <li>▪ Talk to members about what matters most to them</li> <li>▪ Assess and manage pain and other symptoms</li> <li>▪ Address psychological and spiritual needs of members and their family</li> <li>▪ Offer support to help members live as fully as possible</li> <li>▪ Offer a support system to help the family cope during the member's illness</li> </ul> <p>Palliative care is appropriate at any age and at any stage in a serious illness, and it can be provided together with curative treatment.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>A referral may be required. Please contact the plan for details.</p> <p>\$0</p>
<p><b>Partial hospitalization services</b></p> <p><i>Partial hospitalization</i> is a structured program of active psychiatric treatment. It is offered as a hospital outpatient service or by a community mental health center. It is more intense than the care you get in your doctor's or therapist's office. It can help keep you from having to stay in the hospital.</p>	<p><b>Prior authorization (approval in advance) is required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Physician/provider services, including doctor's office visits</b></p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>■ Medically necessary health care or surgery services given in places such as: <ul style="list-style-type: none"> <li>» physician's office</li> <li>» certified ambulatory surgical center</li> <li>» hospital outpatient department</li> </ul> </li> <li>■ Consultation, diagnosis, and treatment by a specialist</li> <li>■ Basic hearing and balance exams given by your primary care provider <b>or</b> specialist, if your doctor orders it to see whether you need treatment</li> <li>■ Some telehealth services, including consultation, diagnosis, and treatment by a physician or practitioner for patients in rural areas or other places approved by Medicare</li> <li>■ Second opinion by another network provider before a medical procedure</li> <li>■ Non-routine dental care. Covered services are limited to: <ul style="list-style-type: none"> <li>» surgery of the jaw or related structures,</li> <li>» setting fractures of the jaw or facial bones,</li> <li>» pulling teeth before radiation treatments of neoplastic cancer, <b>or</b></li> <li>» services that would be covered when provided by a physician.</li> </ul> </li> </ul>	\$0
<p><b>Podiatry services</b></p> <p>The plan will pay for the following services:</p> <ul style="list-style-type: none"> <li>■ Diagnosis and medical or surgical treatment of injuries and diseases of the foot (such as hammer toe or heel spurs)</li> <li>■ Routine foot care for members with conditions affecting the legs, such as diabetes</li> </ul>	\$0

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General services that our plan pays for	What you must pay
 <b>Prostate cancer screening exams</b>  For men, the plan will pay for the following services once every 12 months: <ul style="list-style-type: none"> <li>▪ A digital rectal exam</li> <li>▪ A prostate specific antigen (PSA) test</li> </ul>	\$0
<b>Prosthetic devices and related supplies</b>  <i>Prosthetic devices</i> replace all or part of a body part or function. The plan will pay for the following prosthetic devices, and maybe other devices not listed here if your provider gets prior approval: <ul style="list-style-type: none"> <li>▪ Colostomy bags and supplies related to colostomy care</li> <li>▪ Pacemakers</li> <li>▪ Braces</li> <li>▪ Prosthetic shoes</li> <li>▪ Artificial arms and legs</li> <li>▪ Breast prostheses (including a surgical brassiere after a mastectomy)</li> </ul> The plan will also pay for some supplies related to prosthetic devices. They will also pay to repair or replace prosthetic devices.  The plan offers some coverage after cataract removal or cataract surgery. See “Vision Care” later in this section (page 85) for details.  The plan will not pay for prosthetic dental devices.	<b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b>  \$0 copay for Medicare-covered prosthetic devices and related supplies covered by Medicare.  \$3.40 copay for prosthetic devices and related supplies covered by Healthy Connections Medicaid.

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General services that our plan pays for	What you must pay
<p><b>Pulmonary rehabilitation services</b></p> <p>The plan will pay for pulmonary rehabilitation programs for members who have moderate to very severe chronic obstructive pulmonary disease (COPD). The member must have an order for pulmonary rehabilitation from the doctor or provider treating the COPD.</p>	\$0
<p> <b>Sexually transmitted infections (STIs) screening and counseling</b></p> <p>The plan will pay for screenings for chlamydia, gonorrhea, syphilis, and hepatitis B. These screenings are covered for some people who are at increased risk for an STI. A primary care provider must order the tests. We cover these tests once every 12 months.</p> <p>The plan will also pay for up to two face-to-face, high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. Each session can be 20 to 30 minutes long. The plan will pay for these counseling sessions as a preventive service only if they are given by a primary care provider. The sessions must be in a primary care setting, such as a doctor's office.</p>	\$0

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General services that our plan pays for	What you must pay
<p><b>Skilled nursing facility (SNF) care</b></p> <p>Medicare-covered stays (for example, rehabilitation) require a prior authorization while Healthy Connections Medicaid-covered stays (for example, long term skilled nursing facility (SNF) stays) only require a referral.</p> <p>The plan will pay for the following services, and maybe other services not listed here:</p> <ul style="list-style-type: none"> <li>▪ A semi-private room, or a private room if it is medically needed</li> <li>▪ Meals, including special diets</li> <li>▪ Nursing services</li> <li>▪ Physical therapy, occupational therapy, and speech therapy</li> <li>▪ Drugs you get as part of your plan of care, including substances that are naturally in the body, such as blood-clotting factors</li> <li>▪ Blood, including storage and administration</li> <li>▪ Medical and surgical supplies given by nursing facilities</li> <li>▪ Lab tests given by nursing facilities</li> <li>▪ X-rays and other radiology services given by nursing facilities</li> <li>▪ Appliances, such as wheelchairs, usually given by nursing facilities</li> <li>▪ Physician/provider services</li> </ul> <p><b><i>This benefit is continued on the next page</i></b></p>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p> <p>A referral is required. Please contact the plan for details.</p>

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General services that our plan pays for	What you must pay
<p><b>Skilled nursing facility (SNF) care (continued)</b></p> <p>You will usually get your care from network facilities. However, you may be able to get your care from a facility not in our network. You can get care from the following places if they accept our plan's amounts for payment:</p> <ul style="list-style-type: none"> <li>▪ A nursing home or continuing care retirement community where you lived before you went to the hospital (as long as it provides nursing facility care)</li> <li>▪ A nursing facility where your spouse lives at the time you leave the hospital</li> </ul> <p>Please note that nursing home care is covered under its own category in this chart.</p> <p>Skilled nursing facility admission must meet medical necessity standards. A hospital stay is not required to receive skilled nursing facility care; however, CLTC certification is required prior to any Medicaid-sponsored admission to a long-term care facility from any location, including transition from the community to a nursing facility (non-covered Medicare stay or less than 3-day hospital stay prior to nursing facility admission). Your care coordinator can help you get this certification. To reach your care coordinator, call the number at the bottom of the page.</p>	

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General services that our plan pays for	What you must pay
<p><b>Targeted Case Management (TCM)</b></p> <p>TCM activities make sure that your medical, social, educational and other service needs are addressed on an ongoing basis to help you become more self-sufficient.</p> <p>To get TCM, you have to be in one of the following groups:</p> <ul style="list-style-type: none"> <li>○ Individuals with Intellectual and Related Disabilities</li> <li>○ Adults with Serious and Persistent Mental Illness</li> <li>○ Individuals with Psychoactive Substance Disorder</li> <li>○ Adults with Functional Impairments</li> <li>○ Individuals with Sensory Impairments</li> <li>○ Individuals with Head and Spinal Cord Injuries and Related Disabilities</li> </ul> <p>TCM is only available for the last 180 days that you are in an institution and are moving to a community setting. Individuals who are moving into a waiver are not eligible for TCM.</p> <p>Talk to your care coordinator or PCP about getting TCM services.</p>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

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General services that our plan pays for	What you must pay
<p><b>Telemedicine</b></p> <p>The plan covers some medical or health services using real-time audio or video with a provider who isn't at your location.</p> <p>These services are available in some rural areas, under certain conditions, and only if you're located at one of the following places: a doctor's office, hospital, rural health clinic, federally-qualified health center, hospital-based dialysis facility, skilled nursing facility (SNF), or community mental health center.</p> <p>The following services are covered using a telecommunication system:</p> <ul style="list-style-type: none"> <li>▪ Consultation</li> <li>▪ Office visits</li> <li>▪ Individual psychotherapy</li> <li>▪ Prescription management</li> <li>▪ Psychiatric diagnostic interview exams and testing</li> </ul> <p>Services such as telephone conversations, e-mail messages and video cell phone calls are not covered.</p> <p>Tele-psychiatry is only provided on a limited basis through the Department of Mental Health in partnership with over 20 hospital emergency rooms in the state.</p>	<p>\$0</p> <p>A referral is required. Please contact the plan for details.</p>

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General services that our plan pays for	What you must pay
<p><b>Urgently needed care</b></p> <p><i>Urgently needed care</i> is care given to treat:</p> <ul style="list-style-type: none"> <li>▪ a non-emergency, <b>or</b></li> <li>▪ a sudden medical illness, <b>or</b></li> <li>▪ an injury, <b>or</b></li> <li>▪ a condition that needs care right away.</li> </ul> <p>If you require urgently needed care, you should first try to get it from a network provider. However, you can use out-of-network providers when you cannot get to a network provider.</p> <p>Urgent care is only covered when you get the services in the U.S.</p>	\$0
<p><b>Vision care</b></p> <p>The plan will pay for outpatient doctor services for the diagnosis and treatment of diseases and injuries of the eye. For example, this includes annual eye exams for diabetic retinopathy for people with diabetes and treatment for age-related macular degeneration. Medicare does not cover regular eye exams for glasses or contacts.</p> <p>Healthy Connections Medicaid covers the following services:</p> <ul style="list-style-type: none"> <li>▪ Treatment for an illness or injury to the eye</li> <li>▪ Initial replacement of the lens due to cataract surgery</li> </ul> <p><b><i>This benefit is continued on the next page</i></b></p>	\$0

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General services that our plan pays for	What you must pay
<p><b>Vision care (continued)</b></p> <p>For people at high risk of glaucoma, the plan will pay for one glaucoma screening each year. People at high risk of glaucoma include:</p> <ul style="list-style-type: none"> <li>▪ people with a family history of glaucoma,</li> <li>▪ people with diabetes,</li> <li>▪ African-Americans who are age 50 and older, and</li> <li>▪ Hispanic Americans who are 65 or older.</li> </ul> <p>The plan will pay for one pair of glasses or contact lenses after each cataract surgery when the doctor inserts an intraocular lens. (If you have two separate cataract surgeries, you must get one pair of glasses after each surgery. You cannot get two pairs of glasses after the second surgery, even if you did not get a pair of glasses after the first surgery.)</p>	
<p> <b>“Welcome to Medicare” Preventive Visit</b></p> <p>The plan covers the one-time “Welcome to Medicare” preventive visit. The visit includes:</p> <ul style="list-style-type: none"> <li>▪ a review of your health,</li> <li>▪ education and counseling about the preventive services you need (including screenings and shots), and</li> <li>▪ referrals for other care if you need it.</li> </ul> <p><b>Important:</b> We cover the “Welcome to Medicare” preventive visit only during the first 12 months that you have Medicare Part B. When you make your appointment, tell your doctor’s office you want to schedule your “Welcome to Medicare” preventive visit.</p>	<p>\$0</p>

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## **E. Waiver Services Operated by Community Long Term Care (CLTC) that Our Plan Pays For**

Long-term services and supports (LTSS) help meet your daily needs for assistance and help improve the quality of your life. LTSS can help you with everyday tasks like taking a bath, getting dressed, and making food. Most of these services are provided in your home or in your community, but they could also 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. The type and amounts of LTSS depend on the waiver you are on. 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.

**LTSS benefits can be available to members that are not enrolled in a waiver program if the member's condition or diagnosis makes LTSS medically necessary.**

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Waiver services operated by Community and Long Term Care (CLTC) that our plan pays for	What you must pay
<p><b>Community Choices Waiver services</b></p> <p>The plan provides extra services for members on the Community Choices Waiver. These services include:</p> <ul style="list-style-type: none"> <li>▪ Adult day health care and nursing</li> <li>▪ Transportation to adult day health care</li> <li>▪ Case management and coordination of these waiver services</li> <li>▪ Companion services</li> <li>▪ Home delivered meals</li> <li>▪ Minor home adaptations (for example, ramp, pest control, bath safety equipment)</li> <li>▪ Personal and attendant care</li> <li>▪ Personal emergency response system</li> <li>▪ Some nutritional supplements</li> <li>▪ Temporary relief for your caregiver (institutional)</li> </ul> <p>LTSS benefits can be available to members that are not enrolled in a waiver program if the member's condition or diagnosis makes LTSS medically necessary.</p>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

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Waiver services operated by Community and Long Term Care (CLTC) that our plan pays for	What you must pay
<p><b>HIV/AIDS Waiver services</b></p> <p>The plan provides extra services for members on the HIV/AIDS Waiver. These services include:</p> <ul style="list-style-type: none"> <li>▪ Additional prescription drugs</li> <li>▪ Case management and coordination of these waiver services</li> <li>▪ Companion services</li> <li>▪ Home delivered meals</li> <li>▪ Minor home adaptations (for example, ramp, pest control, bath safety equipment)</li> <li>▪ Personal and attendant care</li> <li>▪ Private duty nursing</li> <li>▪ Some nutritional supplements</li> </ul> <p>LTSS benefits can be available to members that are not enrolled in a waiver program if the member's condition or diagnosis makes LTSS medically necessary.</p>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

**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.



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Waiver services operated by Community and Long Term Care (CLTC) that our plan pays for	What you must pay
<p><b>Mechanical Ventilator Dependent Waiver services</b></p> <p>The plan provides extra services for members on the Mechanical Ventilator Dependent Waiver. These services include:</p> <ul style="list-style-type: none"> <li>▪ Case management and coordination of these waiver services</li> <li>▪ Home delivered meals</li> <li>▪ Minor home adaptations (for example, ramp, pest control, bath safety equipment)</li> <li>▪ Personal and attendant care</li> <li>▪ Personal emergency response system</li> <li>▪ Prescription drugs</li> <li>▪ Private duty nursing</li> <li>▪ Some nutritional supplements</li> <li>▪ Specialized medical equipment and supplies</li> <li>▪ Temporary relief for your caregiver (institutional and in-home)</li> </ul> <p>LTSS benefits can be available to members that are not enrolled in a waiver program if the member's condition or diagnosis makes LTSS medically necessary.</p>	<p><b>Prior authorization (approval in advance) may be required. Please contact the plan for details.</b></p> <p>\$0</p>

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## F. Benefits covered outside of Absolute Total Care

The following services are not covered by Absolute Total Care but are available through Medicare. You can get these services in the same way that you do today.

### Hospice Care

You can get care from any hospice program certified by Medicare. You have the right to elect hospice if your provider and hospice medical director determine you have a terminal prognosis. This means you have a terminal illness and are expected to have six months or less to live. Your hospice doctor can be a network provider or an out-of-network provider.

See the Benefits Chart in Section D, page 47 of this chapter for more information about what Absolute Total Care pays for while you are getting hospice care services.

#### ***For hospice services and services covered by Medicare Part A or B that relate to your terminal prognosis:***

- The hospice provider will bill Medicare for your services. Medicare will pay for hospice services related to your terminal prognosis. You pay nothing for these services.

#### ***For services covered by Medicare Part A or B that are not related to your terminal prognosis*** (except for emergency care or urgently needed care):

- The provider will bill Medicare for your services. Medicare will pay for the services covered by Medicare Part A or B. You pay nothing for these services.

#### ***For drugs that may be covered by Absolute Total Care's Medicare Part D benefit:***

- Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section F, page 107.

**Note:** If you need non-hospice care, you should call your care coordinator to arrange the services. Non-hospice care is care that is not related to your terminal prognosis. To reach your care coordinator, call the number at the bottom of the page.

The following services are not covered by Absolute Total Care but are available through Healthy Connections Medicaid. You can get these services in the same way that you do today.

### Dental services

Diagnostics (oral evaluation and x-rays), preventive care (annual cleaning), restorative care (fillings), and surgical care (extractions/removals) are covered on a fee-for-service basis with a \$3.40 copay. Please contact your care coordinator for more information.

### Non-emergency medical transportation

Transportation assistance is available to and from any medical appointment with a \$0 copay. The type of assistance will depend of the member's medical situation. Requests for urgent or same day requests (such as transportation assistance for routine hospital discharges) will be verified

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with health care providers to confirm that the short timing is medically necessary. **Any member needing emergency transportation should call 911.**

For more information, please contact your care coordinator or see the member brochure located at the website of LogistiCare, who is the transportation broker: <https://memberinfo.logisticare.com/scmember/Downloads.aspx>. If you have additional questions, please contact LogistiCare using the contact information for your region in the member brochure.

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## G. Benefits not covered by Absolute Total Care, Medicare, or Healthy Connections Medicaid

This section tells you what kinds of benefits are excluded by the plan. *Excluded* means that the plan does not pay for these benefits. Medicare and Healthy Connections Medicaid will not pay for them either.

The list below describes some services and items that are not covered by the plan under any conditions and some that are excluded by the plan only in some cases.

The plan will not pay for the excluded medical benefits listed in this section (or anywhere else in this *Member Handbook*) except under the specific conditions listed. If you think that we should pay for a service that is not covered, you can file an appeal. For information about filing an appeal, see Chapter 9, Section 4, page 150.

In addition to any exclusions or limitations described in the Benefits Chart, **the following items and services are not covered by our plan:**

- Acupuncture.
- Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines.
- Cosmetic surgery or other cosmetic work, unless it is needed because of an accidental injury or to improve a part of the body that is not shaped right. However, the plan will pay for reconstruction of a breast after a mastectomy and for treating the other breast to match it.
- Dentures. However, dental care required to treat illness or injury may be covered as inpatient or outpatient care
- Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically needed.
- Experimental medical and surgical treatments, items, and drugs, unless covered by Medicare or under a Medicare-approved clinical research study or by our plan. See Chapter 3, Section J, pages 39-

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**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.

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40 for more information on clinical research studies. Experimental treatment and items are those that are not generally accepted by the medical community.

- Eyeglasses, regular eye exams, radial keratotomy, LASIK surgery, vision therapy, and other low-vision aids. However, the plan will pay for glasses after cataract surgery.
- Full-time nursing care in your home.
- Naturopath services (the use of natural or alternative treatments).
- Non-prescription contraceptive supplies.
- Orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease. Supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease.
- Personal items in your room at a hospital or a nursing home, such as a telephone or a television.
- Private room in a hospital, except when it is medically needed.
- Routine foot care, except for the limited coverage provided according to Medicare guidelines.
- Services considered not “reasonable and necessary,” according to the standards of Medicare and Healthy Connections Medicaid, unless these services are listed by our plan as covered services.
- Services provided to veterans in Veterans Affairs (VA) facilities. However, when a veteran gets emergency services at a VA hospital and the VA cost sharing is more than the cost sharing under our plan, we will reimburse the veteran for the difference. Members are still responsible for their cost sharing amounts.
- Surgical treatment for morbid obesity, except when it is medically needed and Medicare pays for it.

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## Chapter 5: Getting your outpatient prescription drugs through the plan

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## Introduction

This chapter explains rules for getting your *outpatient prescription drugs*. These are drugs that your provider orders for you that you get from a pharmacy or by mail order. They include drugs covered under Medicare Part D and Healthy Connections Medicaid.

Absolute Total Care also covers the following drugs, although they will not be discussed in this chapter:

- Drugs covered by Medicare Part A. These include some drugs given to you while you are in a hospital or nursing home.
- Drugs covered by Medicare Part B. These include some chemotherapy drugs, some drug injections given to you during an office visit with a doctor or other provider, and drugs you are given at a dialysis clinic. To learn more about what Medicare Part B drugs are covered, see the Benefits Chart in Chapter 4, Section D, page 70.

## Rules for the plan's outpatient drug coverage

The plan will usually cover your drugs as long as you follow the rules in this section.

1. You must have a doctor or other provider write your prescription. This person often is your primary care provider (PCP). It could also be another provider if your PCP has referred you for care.
2. You generally must use a network pharmacy to fill your prescription.
3. Your prescribed drug must be on the plan's *List of Covered Drugs*. We call it the "Drug List" for short.
  - If it is not on the Drug List, we may be able to cover it by giving you an exception. See Section D, page 103 to learn about asking for an exception.
4. Your drug must be used for a *medically accepted indication*. This means that the use of the drug is either approved by the Food and Drug Administration or supported by certain reference books.

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## A. Getting your prescriptions filled

### Fill your prescription at a network pharmacy

In most cases, the plan will pay for prescriptions *only* if they are filled at the plan's network pharmacies. A *network pharmacy* is a drug store that has agreed to fill prescriptions for our plan members. You may go to any of our network pharmacies.

- ➔ To find a network pharmacy, you can look in the *Provider and Pharmacy Directory*, visit our website, or contact Member Services or your care coordinator.

### Show your Member ID Card when you fill a prescription

To fill your prescription, **show your Member ID Card** at your network pharmacy. The network pharmacy will bill the plan for your covered prescription drug.

If you do not have your Member ID Card with you when you fill your prescription, ask the pharmacy to call the plan to get the necessary information.

If the pharmacy is not able to get the necessary information, *you may have to pay the full cost of the prescription when you pick it up*. You can then ask us to pay you back. If you cannot pay for the drug, contact Member Services right away. We will do what we can to help.

- ➔ To learn how to ask us to pay you back, see Chapter 7, Section B, page 121.
- ➔ If you need help getting a prescription filled, you can contact Member Services or your care coordinator.

### What if you want to change to a different network pharmacy?

If you change pharmacies and need a refill of a prescription, you can either ask to have a new prescription written by a provider or ask your pharmacy to transfer the prescription to the new pharmacy.

- ➔ If you need help changing your network pharmacy, you can contact Member Services or your care coordinator.

### What if the pharmacy you use leaves the network?

If the pharmacy you use leaves the plan's network, you will have to find a new network pharmacy.

- ➔ To find a new network pharmacy, you can look in the *Provider and Pharmacy Directory*, visit our website, or contact Member Services or your care coordinator.

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## What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a *specialized pharmacy*. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
  - Pharmacies that supply drugs for residents of a long-term care facility, such as a nursing home. Usually, long-term care facilities have their own pharmacies. If you are a resident of a long-term care facility, we must make sure you can get the drugs you need at the facility's pharmacy. If your long-term care facility's pharmacy is not in our network or you have any difficulty getting your drugs in a long-term care facility, please contact Member Services.
  - Pharmacies that serve the Indian Health Service/Tribal/Urban Indian Health Program. Except in emergencies, only Native Americans or Alaska Natives may use these pharmacies.
  - Pharmacies that supply drugs requiring special handling and instructions on their use.
- ➔ To find a specialized pharmacy, you can look in the *Provider and Pharmacy Directory*, visit our website, or contact Member Services or your care coordinator.

## Can you use mail order services to get your drugs?

For certain kinds of drugs, you can use the plan's network mail order services. Generally, the drugs available through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our plan's mail order service are marked as mail order (MO) drugs in our Drug List.

Our plan's mail order service allows you to order up to a 90-day supply. A 90-day supply has the same copay as a one-month supply.

### ***How do I fill my prescriptions by mail?***

To get order forms and information about filling your prescriptions by mail, call Member Services at the number at the bottom of the page. The forms are also available on our website.

Usually, a mail order prescription will get to you within 16 days. If your order is delayed, contact Member Services.

### ***How will the mail order service process my prescription?***

The mail order service has different procedures for new prescriptions it gets from you, new prescriptions it gets directly from your provider's office, and refills on your mail order prescriptions:

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### 1. New prescriptions the pharmacy gets from you

The pharmacy will automatically fill and deliver new prescriptions it gets from you.

### 2. New prescriptions the pharmacy gets directly from your provider's office

After the pharmacy gets a prescription from a health care provider, it will contact you to see if you want the medication filled immediately or at a later time. This will give you an opportunity to make sure the pharmacy is delivering the correct drug (including strength, amount, and form) and, if needed, allow you to stop or delay the order before it is shipped. It is important that you respond each time you are contacted by the pharmacy, to let them know what to do with the new prescription and to prevent any delays in shipping.

### 3. Refills on mail order prescriptions

For refills, please contact your pharmacy 14 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. You can provide this information by calling Member Services.

### Can you get a long-term supply of drugs?

You can get a long-term supply of *maintenance drugs* on our plan's Drug List. *Maintenance drugs* are drugs that you take on a regular basis, for a chronic or long-term medical condition.

Some network pharmacies allow you to get a long-term supply of maintenance drugs. A 90-day supply has the same copay as a one-month supply. The *Provider and Pharmacy Directory* tells you which pharmacies can give you a long-term supply of maintenance drugs. You can also call Member Services for more information.

For certain kinds of drugs, you can use the plan's network mail order services to get a long-term supply of maintenance drugs. See the section above to learn about mail order services.

### Can you use a pharmacy that is not in the plan's network?

Generally, we pay for drugs filled at an out-of-network pharmacy *only* when you are not able to use a network pharmacy. We have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan.

We will pay for prescriptions filled at an out-of-network pharmacy in the following cases:

- You travel outside the plan's service area and need a drug that you can't get a network pharmacy close to you.

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- You need a drug urgently and there is no network pharmacy that is close to you and open.
- You must leave your home due to a federal disaster or other public health emergency.
- Generally, we will cover a one-time fill, up to a 30-day supply at an out-of-network pharmacy in these situations.

➔ In these cases, please check first with Member Services to see if there is a network pharmacy nearby.

### **Will the plan pay you back if you pay for a prescription?**

If you must use an out-of-network pharmacy, you will generally have to pay the full cost when you get your prescription. You can ask us to pay you back.

➔ To learn more about this, see Chapter 7, Section A, page 119.

---

## **B. The plan's Drug List**

The plan has a Drug List.

The drugs on the Drug List are selected by the plan with the help of a team of doctors and pharmacists. The Drug List also tells you if there are any rules you need to follow to get your drugs.

We will generally cover a drug on the plan's Drug List as long as you follow the rules explained in this chapter.

### **What is on the Drug List?**

The Drug List includes the drugs covered under Medicare Part D and some prescription and over-the-counter drugs covered under your Healthy Connections Medicaid benefits.

The Drug List includes both brand-name and *generic* drugs. Generic drugs have the same active ingredients as brand-name drugs. Generally, they work just as well as brand-name drugs and usually cost less.

We will generally cover a drug on the plan's Drug List as long as you follow the rules explained in this chapter.

Our plan also covers certain over-the-counter drugs and items. Some over-the-counter drugs cost less than prescription drugs and work just as well. For more information, call Member Services.

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## How can you find out if a drug is on the Drug List?

To find out if a drug you are taking is on the Drug List, you can:

- Check the most recent Drug List we sent you in the mail.
- Visit our website listed at the bottom of the page. The Drug List on our website is always the most current one.
- Call Member Services at the number at the bottom of the page to find out if a drug is on the plan's Drug List or to ask for a copy of the list.

## What is *not* on the Drug List?

The plan does not cover all prescription drugs. Some drugs are not on the Drug List because the law does not allow the plan to cover those drugs. In other cases, we have decided not to include a drug on the Drug List.

Absolute Total Care will *not* pay for the drugs listed in this section. These are called *excluded drugs*. If you get a prescription for an excluded drug, you must pay for it yourself. If you think we should pay for an excluded drug because of your case, you can file an appeal. (To learn how to file an appeal, see Chapter 9, Section 4, page 150.)

Here are three general rules for excluded drugs:

- Our plan's outpatient drug coverage (which includes Part D and Medicaid drugs) cannot pay for a drug that would already be covered under Medicare Part A or Part B. Drugs covered under Medicare Part A or Part B are covered by Absolute Total Care for free, but they are not considered part of your outpatient prescription drug benefits.
- Our plan cannot cover a drug purchased outside the United States and its territories.
- The use of the drug must be either approved by the Food and Drug Administration or supported by certain reference books as a treatment for your condition. Your doctor might prescribe a certain drug to treat your condition, even though it was not approved to treat the condition. This is called *off-label use*. Our plan usually does not cover drugs when they are prescribed for off-label use.

Also, by law, the types of drugs listed below are not covered by Medicare or Healthy Connections Medicaid.

- Drugs used to promote fertility
- Drugs used for the relief of cough or cold symptoms
- Drugs used for cosmetic purposes or to promote hair growth
- Drugs used for the treatment of sexual or erectile dysfunction, such as Viagra®, Cialis®, Levitra®, and Caverject®

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- Outpatient drugs when the company who makes the drugs say that you have to have tests or services done only by them

### What are tiers?

Every drug on the plan's Drug List is in one of three tiers. A tier is a group of drugs of generally the same type (for example, brand name, generic, or over-the-counter drugs).

- Tier 1 (Generic Drugs) includes generic drugs. This is the lowest tier.
- Tier 2 (Brand Drugs) includes brand drugs.
- Tier 3 (Non-Medicare Prescription and Over-the-Counter Drugs) includes both generic and brand drugs. This is the highest tier.

To find out which tier your drug is in, look for the drug in the plan's Drug List.

➔ Chapter 6, Section C, page 114 tells the amount you pay for drugs in each tier.

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## C. Limits on coverage for some drugs

### Why do some drugs have limits?

For certain prescription drugs, special rules limit how and when the plan covers them. In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. When a safe, lower-cost drug will work just as well as a higher-cost drug, the plan expects your provider to use the lower-cost drug.

**If there is a special rule for your drug, it usually means that you or your provider will have to take extra steps for us to cover the drug.** For example, your provider may have to tell us your diagnosis or provide results of blood tests first. If you or your provider think our rule should not apply to your situation, you should ask us to make an exception. We may or may not agree to let you use the drug without taking the extra steps.

➔ To learn more about asking for exceptions, see Chapter 9, Section 6.2, page 168.

### What kinds of rules are there?

#### 1. Limiting use of a brand-name drug when a generic version is available

Generally, a generic drug works the same as a brand-name drug and usually costs less. In most cases, if there is a generic version of a brand-name drug, our network pharmacies will give you the generic version. We usually will not pay for the brand-name drug when there is a generic version. However, if your provider has told us the medical reason that neither the

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generic drug nor other covered drugs that treat the same condition will work for you, then we will cover the brand-name drug.

## 2. Getting plan approval in advance

For some drugs, you or your doctor must get approval from Absolute Total Care before you fill your prescription. If you don't get approval, Absolute Total Care may not cover the drug.

## 3. Trying a different drug first

In general, the plan wants you to try lower-cost drugs (that often are as effective) before the plan covers drugs that cost more. For example, if Drug A and Drug B treat the same medical condition, and Drug A costs less than Drug B, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This is called *step therapy*.

## 4. Quantity limits

For some drugs, we limit the amount of the drug you can have. This is called a quantity limit. For example, the plan might limit how much of a drug you can get each time you fill your prescription.

### Do any of these rules apply to your drugs?

To find out if any of the rules above apply to a drug you take or want to take, check the Drug List. For the most up-to-date information, call Member Services at the number at the bottom of the page or check our website listed at the bottom of the page.

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## D. Why your drug might not be covered

We try to make your drug coverage work well for you, but sometimes a drug might not be covered in the way that you would like it to be. For example:

- **The drug you want to take is not covered by the plan.** The drug might not be on the Drug List. A generic version of the drug might be covered, but the brand name version you want to take is not. A drug might be new and we have not yet reviewed it for safety and effectiveness.
- **The drug is covered, but there are special rules or limits on coverage for that drug.** As explained in the section above (Section C, page 102 of this chapter,) some of the drugs covered by the plan have rules that limit their use. In some cases, you or your prescriber may want to ask us for an exception to a rule.

There are things you can do if your drug is not covered in the way that you would like it to be.

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## You can get a temporary supply

In some cases, the plan can give you a temporary supply of a drug when the drug is not on the Drug List or when it is limited in some way. This gives you time to talk with your provider about getting a different drug or to ask the plan to cover the drug.

**To get a temporary supply of a drug, you must meet the two rules below:**

### 1. The drug you have been taking:

- is no longer on the plan's Drug List, **or**
- was never on the plan's Drug List, **or**
- is now limited in some way.

### 2. You must be in one of these situations:

- **You were in the plan last year and do not live in a long-term care facility.**

We will cover a temporary supply of your drug **during the first 90 days of the calendar year**. This temporary supply will be for up to a 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 30-day supply of medication. You must fill the prescription at a network pharmacy.

- **You are new to the plan and do not live in a long-term care facility.**

We will cover a temporary supply of your drug **during the first 180 days of your membership** in the plan. This temporary supply will be for up to a 30-day supply for Part D drugs and a 90-day supply for non-Part D drugs. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of the number of days allowed. You must fill the prescription at a network pharmacy.

- **You were in the plan last year and live in a long-term care facility.**

We will cover a temporary supply of your drug **during the first 90 days of the calendar year**. The total supply will be for up to a 98-day supply depending on the dispensing increment. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 98-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

- **You are new to the plan and live in a long-term care facility.**

We will cover a temporary supply of your drug **during the first 180 days of your membership** in the plan. The total supply will be for up to a 98-day supply depending on the dispensing increment for Part D drugs and a 90-day supply for non-Part D

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drugs. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of the number of days allowed. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

- **You have been in the plan for more than 90 days and live in a long-term care facility and need a supply right away.**

We will cover one 31-day supply, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.

- Throughout the plan year, you may have a change in your treatment setting (a place where you get and take your medicine) because of the level of care you require. Such transitions may include, but are not limited to:
  - Members who are discharged from a hospital or skilled-nursing facility to a home setting
  - Members who are admitted to a skilled-nursing facility from a home setting
  - Members who transfer from one skilled-nursing facility to another and are served by a different pharmacy
  - Members who end their skilled-nursing facility Medicare Part A stay (where payments include all pharmacy charges) and who now need to use their Part D plan benefit
  - Members who give up Hospice Status
  - Members discharged from chronic psychiatric hospitals with highly individualized drug regimens

For these changes in treatment settings, Absolute Total Care will cover as much as a 31-day temporary supply of a Part D-covered drug when you fill your prescription at a pharmacy. If you change treatment settings multiple times within the same month, your pharmacy may need to contact the plan for continued coverage. If you do not request continued coverage from the plan, you do not qualify for an additional level of care transition fill unless it's a life-threatening emergency.

### **How to ask for a temporary supply**

To ask for a temporary supply of a drug, call Member Services.

When you get a temporary supply of a drug, you should talk with your provider to decide what to do when your supply runs out. Here are your choices:

- **You can change to another drug.**

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There may be a different drug covered by the plan that works for you. You can call Member Services to ask for a list of covered drugs that treat the same medical condition. The list can help your provider find a covered drug that might work for you.

**OR**

▪ **You can ask for an exception.**

You and your provider can ask the plan to make an exception. For example, you can ask the plan to cover a drug even though it is not on the Drug List. Or you can ask the plan to cover the drug without limits. If your provider says you have a good medical reason for an exception, he or she can help you ask for one.

➔ To learn more about asking for an exception, see Chapter 9, Section 6.2, page 168.

➔ If you need help asking for an exception, you can contact Member Services or your care coordinator.

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## **E. Changes in coverage for your drugs**

Most changes in drug coverage happen on January 1. However, the plan might make changes to the Drug List during the year. The plan might:

- Add drugs because new drugs, including generic drugs, became available or the government approved a new use for an existing drug.
- Remove drugs because they were recalled or because cheaper drugs work just as well.
- Add or remove a limit on coverage for a drug.
- Replace a brand-name drug with a generic drug.

If any of the changes below affect a drug you are taking, the change will not affect you until January 1 of the next year:

- We put a new limit on your use of the drug.
- We remove your drug from the Drug List, but not because of a recall or because a new generic drug has replaced it.

Before January 1 of the next year, you usually will not have an increase in your payments or added limits to your use of the drug. The changes will affect you on January 1 of the next year.

In the following cases, you *will* be affected by the coverage change before January 1:

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- If a brand name drug you are taking is replaced by a new generic drug, the plan must give you at least 60 days' notice about the change.
    - The plan may give you a 60-day refill of your brand-name drug at a network pharmacy.
    - You should work with your provider during those 60 days to change to the generic drug or to a different drug that the plan covers.
    - You and your provider can ask the plan to continue covering the brand-name drug for you. To learn how, see Chapter 9, Section 6.2, page 168.
  - If a drug is recalled because it is found to be unsafe or for other reasons, the plan will remove the drug from the Drug List. We will tell you about this change right away.
    - Your provider will also know about this change. He or she can work with you to find another drug for your condition.
- ➔ If there is a change to coverage for a drug you are taking, **the plan will send you a notice**. Normally, the plan will let you know at least 60 days before the change.

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## F. Drug coverage in special cases

### If you are in a hospital or a skilled nursing facility for a stay that is covered by the plan

If you are admitted to a hospital or skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. You will not have to pay a copay. Once you leave the hospital or skilled nursing facility, the plan will cover your drugs as long as the drugs meet all of our rules for coverage.

### If you are in a long-term care facility

Usually, a long-term care facility, such as a nursing home, has its own pharmacy or a pharmacy that supplies drugs for all of its residents. If you are living in a long-term care facility, you may get your prescription drugs through the facility's pharmacy if it is part of our network.

Check your *Provider and Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it is not, or if you need more information, please contact Member Services.

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**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 <http://mmp.absolutetotalcare.com>.



**If you enter a long-term care facility during your first 180 days as a member of the plan**

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a temporary supply of your drug during the first 180 days of your membership, until we have given you up to a 98-day supply for Part D drugs and a 90-day supply for non-Part D drugs. The first supply will be for up to a 31-day supply, or less if your prescription is written for fewer days. If you need refills, we will cover them during your first 180 days in the plan.

When you get a temporary supply of a drug, you should talk with your provider to decide what to do when your supply runs out. A different drug covered by the plan might work just as well for you. Or you and your provider can ask the plan to make an exception and cover the drug in the way you would like it to be covered.

➔ To learn more about asking for exceptions, see Chapter 9, Section 6.2, page 168.

**If you have been in the plan for more than 90 days, live in a long-term care facility, and need a supply right away**

We will cover one 31-day supply, or less if your prescription is written for fewer days. This is in addition to the above long-term care transition supply.

When you get a temporary supply of a drug, you should talk with your provider to decide what to do when your supply runs out. A different drug covered by the plan might work just as well for you. Or you and your provider can ask the plan to make an exception and cover the drug in the way you would like it to be covered.

➔ To learn more about asking for exceptions, see Chapter 9, Section 6.2, page 168.

**If you are in a Medicare-certified hospice program**

Drugs are never covered by both hospice and our plan at the same time. If you are enrolled in a Medicare hospice and require a pain medication, anti-nausea, laxative, or antianxiety drug not covered by your hospice because it is unrelated to your terminal prognosis and related conditions, our plan must get notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in getting any unrelated drugs that should be covered by our plan, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

If you leave hospice, our plan should cover all of your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, you should bring documentation to the pharmacy to verify that you have left hospice. See the previous parts of this chapter that tell about the rules for getting drug coverage under Part D.

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**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.

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➔ To learn more about the hospice benefit, see Chapter 4, Section D, page 61.

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## G. Programs on drug safety and managing drugs

### Programs to help members use drugs safely

Each time you fill a prescription, we look for possible problems, such as:

- Drug errors
- Drugs that may not be needed because you are taking another drug that does the same thing
- Drugs that may not be safe for your age or gender
- Drugs that could harm you if you take them at the same time
- Drugs that are made of things you are allergic to

If we see a possible problem in your use of prescription drugs, we will work with your provider to correct the problem.

### Programs to help members manage their drugs

If you take medications for different medical conditions, you may be eligible to get services, at no cost to you, through a medication therapy management (MTM) program. This program helps you and your provider make sure that your medications are working to improve your health. A pharmacist or other health professional will give you a comprehensive review of all your medications and talk with you about:

- How to get the most benefit from the drugs you take
- Any concerns you have, like medication costs and drug reactions
- How best to take your medications
- Any questions or problems you have about your prescription and over-the-counter medication

You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications. You'll also get a personal medication list that will include all the medications you're taking and why you take them.

It's a good idea to schedule your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists,

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**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 <http://mmp.absolutetotalcare.com>.



and other health care providers. Also, take your medication list with you if you go to the hospital or emergency room.

Medication therapy management programs are voluntary and free to members that qualify. If we have a program that fits your needs, we will enroll you in the program and send you information. If you do not want to be in the program, please let us know, and we will take you out of the program.

- ➔ If you have any questions about these programs, please contact Member Services or your care coordinator.

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**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 <http://mmp.absolutetotalcare.com>.

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

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**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 <http://mmp.absolutetotalcare.com>.

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## Introduction

This chapter tells what you pay for your outpatient prescription drugs. By “drugs,” we mean:

- Medicare Part D prescription drugs, **and**
- drugs and items covered under Healthy Connections Medicaid, **and**
- drugs and items covered by the plan as additional benefits.

Because you are eligible for Healthy Connections Medicaid, you are getting “Extra Help” from Medicare to help pay for your Medicare Part D prescription drugs.

To learn more about prescription drugs, you can look in these places:

- **The plan’s *List of Covered Drugs*.** We call this the “Drug List.” It tells you:
  - » Which drugs the plan pays for
  - » Which of the three tiers each drug is in
  - » Whether there are any limits on the drugs

If you need a copy of the Drug List, call Member Services at the number at the bottom of the page. You can also find the Drug List on our website listed at the bottom of the page. The Drug List on our website is always the most current.

- **Chapter 5 of this Member Handbook.** Chapter 5, Introduction, page 96 tells how to get your outpatient prescription drugs through the plan. It includes rules you need to follow. It also tells which types of prescription drugs are *not* covered by our plan.
- **The plan’s *Provider and Pharmacy Directory*.** In most cases, you must use a network pharmacy to get your covered drugs. Network pharmacies are pharmacies that have agreed to work with our plan. The *Provider and Pharmacy Directory* has a list of network pharmacies. You can read more about network pharmacies in Chapter 5, Section A, page 97.

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**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.

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## A. The Explanation of Benefits (EOB)

Our plan keeps track of your prescription drugs. We keep track of your total drug costs: This is the amount of money the plan pays (or others on your behalf pay) for your prescriptions.

- Your out-of-pocket costs. This is the amount of money you or others on your behalf pay for your prescriptions.
- Your total drug costs. This is the amount of money you or others on your behalf pay for your prescriptions, plus the amount the plan pays.

When you get prescription drugs through the plan, we send you a report called the *Explanation of Benefits*. We call it the *EOB* for short. The EOB includes:

- **Information for the month.** The report tells what prescription drugs you got. It shows the total drug costs, what the plan paid, and what you and others paying for you paid.
  - **“Year-to-date” information.** This is your total drug costs and the total payments made since January 1.
- ➔ We offer coverage of drugs not covered under Medicare. Payments made for these drugs will not count towards your total out-of-pocket costs. To find out which drugs our plan covers, see the Drug List.

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## B. Keeping track of your drug costs

To keep track of your drug costs and the payments you make, we use records we get from you and from your pharmacy. Here is how you can help us:

### 1. Use your Member ID Card.

Show your Member ID Card every time you get a prescription filled. This will help us know what prescriptions you fill and what you pay.

### 2. Make sure we have the information we need.

Give us copies of receipts for drugs that you have paid for. You can ask us to pay you back for the drug.

Here are some times when you should give us copies of your receipts:

- When you buy a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit

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**For more information**, visit <http://mmp.absolutetotalcare.com>.



- When you pay a copay for drugs that you get under a drug maker's patient assistance program
- When you buy covered drugs at an out-of-network pharmacy
- When you pay the full price for a covered drug

➔ To learn how to ask us to pay you back for the drug, see Chapter 7, Section B, page 121.

### **3. Send us information about the payments others have made for you.**

Payments made by certain other people and organizations also count toward your out-of-pocket costs. For example, payments made by an AIDS drug assistance program, the Indian Health Service, and most charities count toward your out-of-pocket costs.

### **4. Check the reports we send you.**

When you get an Explanation of Benefits in the mail, please make sure it is complete and correct. If you think something is wrong or missing from the report, or if you have any questions, please call Member Services. Be sure to keep these reports. They are an important record of your drug expenses.

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## **C. You pay nothing for a one-month or long-term supply of drugs**

With Absolute Total Care, you pay nothing for covered drugs as long as you follow the plan's rules.

### **The plan's cost-sharing tiers**

Tiers are groups of drugs on our Drug List. Every drug in the plan's Drug List is in one of three tiers. You have no copays for prescription and OTC drugs on Absolute Total Care's Drug List. To find the tiers for your drugs, you can look in the Drug List.

- Tier 1 (Generic Drugs) includes generic drugs.
- Tier 2 (Brand Drugs) includes brand drugs.
- Tier 3 (Non-Medicare Prescription and Over-the-Counter Drugs) includes both generic and brand drugs.

### **Your pharmacy choices**

How much you pay for a drug depends on whether you get the drug from:

- a network pharmacy, **or**
- an out-of-network pharmacy.

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- ➔ In limited cases, we cover prescriptions filled at out-of-network pharmacies. See Chapter 5, Section A, page 97 to find out when we will do that.
- ➔ To learn more about these pharmacy choices, see Chapter 5, Section A, page 97 in this handbook and the plan's *Provider and Pharmacy Directory*.

### Getting a long-term supply of a drug

For some drugs, you can get a long-term supply (also called an “extended supply”) when you fill your prescription. A long-term supply is up to a 90-day supply. There is no cost to you for a long-term supply.

- ➔ For details on where and how to get a long-term supply of a drug, see Chapter 5, Section A, page 97 or the *Provider and Pharmacy Directory*.

### How much do you pay?

- ➔ You can contact Member Services to find out how much your copay is for any covered drug.

**Your share of the cost when you get a *one-month or long-term* supply of a covered prescription drug from:**

	<b>A network pharmacy</b> A one-month or up to a 90-day supply	<b>The plan's mail order service</b> A one-month or up to a 90-day supply	<b>A network long-term care pharmacy</b> Up to a 31-day supply	<b>An out-of-network pharmacy</b> Up to a 30-day supply. Coverage is limited to certain cases. See Chapter 5, Section A, page 97 for details.
<b>Tier 1</b> (Generic Drugs)	\$0	\$0	\$0	\$0
<b>Tier 2</b> (Brand Drugs)	\$0	\$0	\$0	\$0

**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.

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prescription drugs

	<b>A network pharmacy</b> A one-month or up to a 90-day supply	<b>The plan's mail order service</b> A one-month or up to a 90-day supply	<b>A network long term care pharmacy</b> Up to a 31-day supply	<b>An out-of-network pharmacy</b> Up to a 30-day supply. Coverage is limited to certain cases. See Chapter 5, Section A, page 97 for details.
<b>Tier 3</b> (Non-Medicare Prescription and Over-the-Counter Drugs)	\$0	\$0	\$0	\$0

➔ For information about which pharmacies can give you long-term supplies, see the plan's *Provider and Pharmacy Directory*.

## D. Vaccinations

Our plan covers Medicare Part D vaccines. There are two parts to our coverage of Medicare Part D vaccinations:

1. The first part of coverage is for the cost of **the vaccine itself**. The vaccine is a prescription drug.
2. The second part of coverage is for the cost of **giving you the vaccine**. For example, sometimes you may get the vaccine as a shot given to you by your doctor.

### Before you get a vaccination

We recommend that you call us first at Member Services whenever you are planning to get a vaccination.

- We can tell you about how your vaccination is covered by our plan.
- We can tell you how to keep your costs down by using network pharmacies and providers. Network pharmacies are pharmacies that have agreed to work with our plan.

**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.

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A network provider is a provider who works with the health plan. A network provider should work with Absolute Total Care to ensure that you do not have any upfront costs for a Part D vaccine.

## How much you pay for a Medicare Part D vaccination

What you pay for a vaccination depends on the type of vaccine (what you are being vaccinated for).

- Some vaccines are considered health benefits rather than drugs. These vaccines are covered at no cost to you. To learn about coverage of these vaccines, see the Benefits Chart in Chapter 4, Section D, page 47.
- Other vaccines are considered Medicare Part D drugs. You can find these vaccines listed in the plan's Drug List.

Here are three common ways you might get a Medicare Part D vaccination.

1. You get the Medicare Part D vaccine at a network pharmacy and get your shot at the pharmacy.
  - You will pay nothing for the vaccine.
- ➔ Some states do not allow pharmacies to give shots.
2. You get the Medicare Part D vaccine at your doctor's office and the doctor gives you the shot.
  - You will pay nothing to the doctor for the vaccine.
  - Our plan will pay for the cost of giving you the shot.
  - The doctor's office should call our plan in this situation so we can make sure they know you only have to pay nothing for the vaccine.
3. You get the Medicare Part D vaccine itself at a pharmacy and take it to your doctor's office to get the shot.
  - You will pay nothing for the vaccine.
  - Our plan will pay for the cost of giving you the shot.

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**For more information**, visit <http://mmp.absolutetotalcare.com>.



## **Chapter 7: Asking us to pay a bill you have gotten for covered services or drugs**

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**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 <http://mmp.absolutetotalcare.com>.

## A. When you can ask us to pay for your services or drugs

Our network providers must bill the plan for the services and drugs you already got. A *network provider* is a provider who works with the health plan.

**If you get a bill for the full cost of health care or drugs, send the bill to us.** To send us a bill, see Section B of this chapter, page 121.

- If the services or drugs are covered, we will pay the provider directly.
  - If the services or drugs are covered and you already paid more than your share of the cost, it is your right to be paid back.
    - » If you paid for services covered by Medicare, we will pay you back.
    - » If you paid for services covered by Healthy Connections Medicaid, we can't pay you back, but the provider will. Member Services or the Healthy Connections Prime Advocate can help you contact the provider's office. See the bottom of the page and Chapter 2, Section H, page 24 for their phone numbers.
  - If the services or drugs are **not** covered, we will tell you.
- ➔ Contact Member Services or your care coordinator if you have any questions. If you do not know what you should have paid, or if you get a bill and you do not know what to do about it, we can help. You can also call if you want to tell us information about a request for payment you already sent to us.

Here are examples of times when you may need to ask our plan to pay you back or to pay a bill you got:

### 1. When you get emergency or urgently needed health care from an out-of-network provider

You should ask the provider to bill the plan.

- If you pay the full amount when you get the care, ask us to pay you back for our share of the cost. Send us the bill and proof of any payment you made.
- You may get a bill from the provider asking for payment that you think you do not owe. Send us the bill and proof of any payment you made.
  - If the provider should be paid, we will pay the provider directly.
  - If you have already paid more than your share of the cost for the service, we will figure out how much you owed and pay you back for our share of the cost.

### 2. When a network provider sends you a bill

**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.

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Network providers must always bill the plan. Show your Absolute Total Care Member ID Card when you get any services or prescriptions. Improper/inappropriate billing occurs when a provider bills you more than the plan's cost sharing amount for services. Call Member Services if you get any bills you do not understand.

- As a member of Absolute Total Care, you only have to pay the plan's cost sharing amounts when you get services covered by our plan. We do not allow providers to bill you more than this amount. This is true even if we pay the provider less than the provider charged for a service. If we decide not to pay for some charges, you still do not have to pay them.
- Whenever you get a bill from a network provider that you think is more than you should pay, send us the bill. We will contact the provider directly and take care of the problem.
- If you have already paid a bill from a network provider for Medicare-covered services, but you feel that you paid too much, send us the bill and proof of any payment you made. We will pay you back for the difference between the amount you paid and the amount you owed under the plan.

### **3. When you use an out-of-network pharmacy to get a prescription filled**

If you go to an out-of-network pharmacy, you will have to pay the full cost of your prescription.

- ➔ In only a few cases, we will cover prescriptions filled at out-of-network pharmacies. Send us a copy of your receipt when you ask us to pay you back. Please see Chapter 5, Section A, page 97 to learn more about out-of-network pharmacies.

### **4. When you pay the full cost for a prescription because you do not have your Member ID Card with you**

If you do not have your Member ID Card with you, you can ask the pharmacy to call the plan or to look up your plan enrollment information. If the pharmacy cannot get the information they need right away, you may have to pay the full cost of the prescription yourself.

- Send us a copy of your receipt when you ask us to pay you back.

### **5. When you pay the full cost for a prescription for a drug that is not covered**

You may pay the full cost of the prescription because the drug is not covered.

- The drug may not be on the plan's *List of Covered Drugs* (Drug List), or it could have a requirement or restriction that you did not know about or do not think should apply to you. If you decide to get the drug, you may need to pay the full cost for it.

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**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.

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- If you do not pay for the drug but think it should be covered, you can ask for a coverage decision (see Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170)).
- If you and your doctor or other prescriber think you need the drug right away, you can ask for a fast coverage decision (see Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170)).
- Send us a copy of your receipt when you ask us to pay you back. In some situations, we may need to get more information from your doctor or other prescriber in order to pay you back for the drug.

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a “coverage decision.” If we decide it should be covered, we will pay for the service or drug. If we deny your request for payment, you can appeal our decision.

➔ To learn how to make an appeal, see Chapter 9, Section 4, page 150.

---

## B. How and where to send us your request for payment

Send us your bill and proof of any payment you have made. Proof of payment can be a copy of the check you wrote or a receipt from the provider. It is a good idea to make a copy of your bill and receipts for your records. You can ask your care coordinator for help.

Mail your request for payment together with any bills or receipts to us at this address:

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

**For services, items, and non-Part D drugs, you must submit your claim to us within 365 days** of the date you got the service, item, or non-Part D drug.

**For Part D drugs, you must submit your claim to us within 36 months** of the date you got the Part D drug.

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## C. We will make a coverage decision

When we get your request for payment, we will make a *coverage decision*. This means that we will decide whether your health care or drug is covered by the plan. We will also decide the amount, if any, you have to pay for the health care or drug.

- We will let you know if we need more information from you.

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**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.

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- If we decide that the health care or drug is covered and you followed all the rules for getting it, we will pay our share of the cost for it. If you have already paid for the service or drug, we will mail you a check for our share of the cost. If you have not paid for the service or drug yet, we will pay the provider directly.
- ➔ Chapter 3, Section B, page 27 explains the rules for getting your services covered. Chapter 5, Introduction, page 96 explains the rules for getting your Medicare Part D prescription drugs covered.
- If we decide not to pay for our share of the cost of the service or drug, we will send you a letter explaining why not. The letter will also explain your rights to make an appeal.
- ➔ To learn more about coverage decisions, see Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170.)

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## D. You can make an appeal

If you think we made a mistake in turning down your request for payment, you can ask us to change our decision. This is called making an appeal. You can also make an appeal if you do not agree with the amount we pay.

- ➔ The appeals process is a formal process with detailed procedures and important deadlines. To learn more about appeals, see Chapter 9, Section 4, page 150.
- If you want to make an appeal about getting paid back for a health care service, go to Chapter 9, Section 5.3, page 156.
- If you want to make an appeal about getting paid back for a drug, go to Chapter 9, Section 5.3, page 156 or Chapter 9, Section 6.5, page 173.

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**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.



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## Chapter 8: Your rights and responsibilities

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**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 <http://mmp.absolutetotalcare.com>.

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## Introduction

In this chapter, you will find your rights and responsibilities as a member of the plan. We must honor your rights.

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### A. You have a right to get information in a way that meets your needs

We must tell you about the plan's options, rules, and benefits and your rights in a way that you can understand. We must tell you about your rights each year that you are in our plan.

- ➔ To get information in a way that you can understand, call Member Services. Our plan has people who can answer questions in different languages.
- ➔ Our plan can also give you materials for free in Spanish and in formats such as large print, braille, or audio. To get materials in Spanish, or to get materials in another language or format, please call Member Services at the number at the bottom of the page. You may also write to Absolute Total Care, 1441 Main Street, Suite 900, Columbia, SC 29201. You may also ask that we send you future materials in this same language or format.
- ➔ If you are having trouble getting information from our plan because of language problems or a disability and you want to file a complaint, call Medicare at 1-800-MEDICARE (1-800-633-4227). You can call 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.
- ➔ You can also call Healthy Connections Medicaid directly for help with problems. Here is how to get help from Healthy Connections Medicaid:
  - Call the Healthy Connections Prime Advocate at 1-844-477-4632. They can help you understand the complaint process and tell you who can help. TTY users should call 711.

### Usted tiene derecho a que le proporcionemos información de una manera que satisfaga sus necesidades

Debemos informarle sobre las opciones, las normas y los beneficios del plan y sobre sus derechos de manera que usted pueda comprender. Debemos informarle sobre sus derechos cada año que forme parte de nuestro plan.

- ➔ Para obtener información de una manera que usted pueda comprender, llame a Servicios para afiliados. Nuestro plan cuenta con personas que pueden responder las preguntas en diferentes idiomas.

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- ➔ Nuestro plan también puede ofrecerle materiales gratis en español y en formatos como tamaño de letra grande, braille o audio. Para obtener los materiales en español o en otro idioma o formato, llame a Servicios para afiliados al número que figura en la parte inferior de la página. También puede escribir a Absolute Total Care, 1441 Main Street, Suite 900, Columbia, SC 29201. También puede pedir que en el futuro le enviemos materiales en este mismo idioma o formato.
- ➔ Si tiene dificultad para obtener información sobre nuestro plan debido a problemas relacionados con el idioma o una discapacidad y desea presentar una queja, llame a Medicare al 1-800-MEDICARE (1-800-633-4227). Puede llamar durante las 24 horas, los siete días de la semana. Los usuarios de TTY deben llamar al 1-877-486-2048.
- ➔ También puede llamar a Healthy Connections de Medicaid directamente para obtener ayuda para resolver sus problemas. Así es cómo puede obtener ayuda de Healthy Connections de Medicaid:
  - Llame al defensor de Healthy Connections Prime al 1-844-477-4632. Puede ayudarle a comprender el proceso de quejas e indicarle quién puede ayudarlo. Los usuarios de TTY deben llamar al 711.

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## B. We must treat you with respect, fairness, and dignity at all times

Our plan must obey laws that protect you from discrimination or unfair treatment. **We do not discriminate** against members because of any of the following:

- |   |                                 |
|---|---------------------------------|
| ▪ Age   | ▪ Medical history               |
| ▪ Appeals                                     | ▪ Mental ability                |
| ▪ Behavior                                    | ▪ Mental or physical disability |
| ▪ Claims experience                           | ▪ National origin               |
| ▪ Ethnicity                                   | ▪ Race                          |
| ▪ Evidence of insurability                    | ▪ Receipt of health care        |
| ▪ Genetic information                         | ▪ Religion                      |
| ▪ Gender identity                             | ▪ Sex                           |
| ▪ Geographic location within the service area | ▪ Sexual orientation            |
| ▪ Health status                               | ▪ Use of services               |

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Under the rules of the plan, you have the right to be free of any form of physical restraint or seclusion that would be used as a means of coercion, force, discipline, convenience or retaliation.

We cannot deny services to you or punish you for exercising your rights.

- ➔ For more information, or if you have concerns about discrimination or unfair treatment, call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697). You can also visit <http://www.hhs.gov/ocr> for more information.
- ➔ You can also call your local Office for Civil Rights. You can call *The South Carolina Human Affairs Commission* at 1-800-521-0725. This call is free.
- ➔ If you have a disability and need help accessing care or a provider, call Member Services. If you have a complaint, such as a problem with wheelchair access, Member Services can help.

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## C. We must ensure that you get timely access to covered services and drugs

As a member of our plan:

- You have the right to choose a primary care provider (PCP) in the plan's network. A *network provider* is a provider who works with the health plan.
  - » Call Member Services or look in the *Provider and Pharmacy Directory* to learn which doctors are accepting new patients.
- You have the right to a network of primary care and specialty providers who are capable of meeting your needs such as physical location, communication, and scheduling.
- You have the right to go to a gynecologist or another women's health specialist without getting a referral. A *referral* is a written order from your primary care provider.
- You have the right to get covered services from network providers within a reasonable amount of time.
  - » This includes the right to get timely services from specialists.
  - » If you cannot get services within a reasonable amount of time, we have to pay for out-of-network care.

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- You have the right to get emergency services or care that is urgently needed without prior approval.
- You have the right to get your prescriptions filled at any of our network pharmacies without long delays.
- You have the right to know when you can see an out-of-network provider. To learn about out-of-network providers, see Chapter 3, Section D, page 30.

Chapter 9, Section 10, page 192 tells what you can do if you think you are not getting your services or drugs within a reasonable amount of time. Chapter 9, Section 4, page 150 also tells what you can do if we have denied coverage for your services or drugs and you do not agree with our decision.

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## D. We must protect your personal health information

We protect your personal health information as required by federal and state laws.

- Your personal health information includes the information you gave us when you enrolled in this plan. It also includes your medical records and other medical and health information.
- You have rights to get information and to control how your health information is used. We give you a written notice that tells about these rights. The notice is called the “Notice of Privacy Practice.” The notice also explains how we protect the privacy of your health information.

### How we protect your health information

- We make sure that unauthorized people do not see or change your records.
- In most situations, we do not give your health information to anyone who is not providing your care or paying for your care. If we do, *we are required to get written permission from you first*. Written permission can be given by you or by someone who has the legal power to make decisions for you.
- There are certain cases when we do not have to get your written permission first. These exceptions are allowed or required by law.
  - » We are required to release health information to government agencies that are checking on our quality of care.
  - » We are required to give Medicare or Healthy Connections Medicaid your health and drug information. If Medicare or Healthy Connections Medicaid releases your information for research or other uses, it will be done according to state and Federal laws.

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## You have a right to see your medical records

- You have the right to look at your medical records and to get a copy of your records. We are allowed to charge you a fee for making a copy of your medical records.
- You have the right to ask us to update or correct your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.
- You have the right to know if and how your health information has been shared with others.

If you have questions or concerns about the privacy of your personal health information, call Member Services.

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## MEDICARE-MEDICAID PLAN BY ABSOLUTE TOTAL CARE (MMP) NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

### **Covered Entities Duties:**

Absolute Total Care is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Absolute Total Care is required by law to keep the privacy of your protected health information (PHI). We must give you this Notice. It includes our legal duties and privacy practices related to your PHI. We must follow the terms of the current notice. We must let you know if there is a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It describes your rights to access, change and manage your PHI. It also says how to use your rights.

Absolute Total Care can change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have. We can also make it effective for any of your PHI we get in the future. Absolute Total Care will promptly update and get you this Notice whenever there is a material change to the following stated in the notice:

- The Uses and Disclosures
- Your Rights
- Our Legal Duties
- Other privacy practices stated in the notice

Updated notices will be on our website. We will also mail you or email you a copy on request.

### **Uses and Disclosures of Your PHI:**

The following is a list of how we may use or disclose your PHI without your permission or authorization:

**Treatment.** We may use or disclose your PHI to a physician or other health care provider providing treatment to you. We do this to coordinate your treatment among providers. We also do this to help us with prior authorization decisions related to your benefits.

**Payment.** We may use and disclose your PHI to make benefit payments for the health care services you received. We may disclose your PHI for payment purposes to another health plan, a health care provider, or other entity. This is subject to the federal Privacy Rules. Payment activities may include:

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- processing claims
- determining eligibility or coverage for claims
- issuing premium billings
- reviewing services for medical necessity
- performing utilization review of claims

**Health Care Operations.** We may use and disclose your PHI to perform our health care operations. These activities may include:

- providing customer services
- responding to complaints and appeals
- providing case management and care coordination
- conducting medical review of claims and other quality assessment
- improvement activities

In our health care operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its health care operations. This includes the following:

- quality assessment and improvement activities
- reviewing the competence or qualifications of health care professionals
- case management and care coordination
- detecting or preventing health care fraud and abuse

**Appointment Reminders/Treatment Alternatives.** We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us. We may also use or disclose it to give you information about treatment alternatives. We may also use or disclose it for other health-related benefits and services. For example, information on how to stop smoking or lose weight.

**As Required by Law.** If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI. We do this when the use or disclosure complies with the law. The use or disclosure is limited to the requirements of the law. There could other laws or regulations that conflict. If this happens, we will comply with the more restrictive laws or regulations.

**Public Health Activities.** We may disclose your PHI to a public health authority to prevent or control disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA). We can do this to ensure the quality, safety or effectiveness products or services under the control of the FDA.

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**Victims of Abuse and Neglect.** We may disclose your PHI to a local, state, or federal government authority. This includes social services or a protective services agency authorized by law to have these reports. We will do this if we have a reasonable belief of abuse, neglect or domestic violence.

**Judicial and Administrative Proceedings.** We may disclose your PHI in judicial and administrative proceedings. We may also disclose it in response to the following:

- an order of a court
- administrative tribunal
- subpoena
- summons
- warrant
- discovery request
- similar legal request

**Law Enforcement.** We may disclose your relevant PHI to law enforcement when required to do so. For example, in response to a:

- court order
- court-ordered warrant
- subpoena
- summons issued by a judicial officer
- grand jury subpoena

We may also disclose your relevant PHI to identify or locate a suspect, fugitive, material witness, or missing person.

**Coroners, Medical Examiners and Funeral Directors.** We may disclose your PHI to a coroner or medical examiner. This may be needed, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as needed, to carry out their duties.

**Organ, Eye and Tissue Donation.** We may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of:

- cadaveric organs
- eyes
- tissues

**Threats to Health and Safety.** We may use or disclose your PHI if we believe, in good faith, that it is needed to prevent or lessen a serious or imminent threat. This includes threats to the health or safety of a person or the public.

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**Specialized Government Functions.** If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI:

- to authorized federal officials for national security
- to intelligence activities
- the Department of State for medical suitability determinations
- for protective services of the President or other authorized persons

**Workers' Compensation.** We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law. These are programs that provide benefits for work-related injuries or illness without regard to fault.

**Emergency Situations.** We may disclose your PHI in an emergency situation, or if you are unable to respond or not present. This includes to a family member, close personal friend, authorized disaster relief agency, or any other person you told us about. We will use professional judgment and experience to decide if the disclosure is in your best interests. If it is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.

**Research.** In some cases, we may disclose your PHI to researchers when their clinical research study has been approved. They must have safeguards in place to ensure the privacy and protection of your PHI.

### **Verbal Agreement to Uses and Disclosure Your PHI**

We can take your verbal agreement to use and disclose your PHI to other people. This includes family members, close personal friends or any other person you identify. You can object to the use or disclosure of your PHI at the time of the request. You can give us your verbal agreement or objection in advance. You can also give it to us at the time of the use or disclosure. We will limit the use or disclosure of your PHI in these cases. We limit the information to what is directly relevant to that person's involvement in your health care treatment or payment.

We can take your verbal agreement or objection to use and disclose your PHI in a disaster situation. We can give it to an authorized disaster relief entity. We will limit the use or disclosure of your PHI in these cases. It will be limited to notifying a family member, personal representative or other person responsible for your care of your location and general condition. You can give us your verbal agreement or objection in advance. You can also give it to us at the time of the use or disclosure of your PHI.

### **Uses and Disclosures of Your PHI That Require Your Written Authorization**

We are required to obtain your written authorization to use or disclose your PHI, with few exceptions, for the following reasons:

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**Sale of PHI.** We will request your written approval before we make any disclosure that is deemed a sale of your PHI. A sale of your PHI means we are getting paid for disclosing the PHI in this manner.

**Marketing.** We will request your written approval to use or disclose your PHI for marketing purposed with limited exceptions. For examples, when we have face-to-face marketing communications with you. Or, when we give promotional gifts of nominal value.

**Psychotherapy Notes.** We will request your written approval to use or disclose any of you psychotherapy notes that we may have on file with limited exception. For example, for certain treatment, payment or health care operation functions.

All other uses and disclosures of your PHI not described in this Notice will be made only with your written approval. You may take back your approval at any time. The request to take back approval must be in writing. Your request to take back approval will go into effect as soon as you request it. There are two cases it won't take effect as soon as you request it. The first case is when we have already taken actions based on past approval. The second case is before we received your written request to stop.

## **Your Rights**

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us. Our contact information is at the end of this Notice.

**Right to Request Restrictions.** You have the right to ask for restrictions on the use and disclosure of your PHI for treatment, payment or health care operations. You can also ask for disclosures to persons involved in your care or payment of your care. This includes family members or close friends. Your request should state the restrictions you are asking for. It should also say to whom the restriction applies. We are not required to agree to this request. If we agree, we will comply with your restriction request. We will not comply if the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.

**Right to Request Confidential Communications.** You have the right to ask that we communicate with you about your PHI in other ways or other locations. This right only applies if the information could endanger you if it is not communicated in other ways or other locations. You do not have to explain the reason for your request. However, you must state that the information could endanger you if the change is not made. We must work with your request if it is reasonable and states the other way or other location where your PHI should be delivered.

**Right to Access and Received Copy of your PHI.** You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may ask that we give copies in a format other than photocopies. We will use the format you ask for unless we cannot practicably do so. You must ask in writing to get access to your PHI. If we deny your request, we

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will give you a written explanation. We will tell you if the reasons for the denial can be reviewed. We will also let you know how to ask for a review or if the denial cannot be reviewed.

**Right to Change your PHI.** You have the right to ask that we change your PHI if you believe it has wrong information. You must ask in writing. You must explain why the information should be changed. We may deny your request for certain reasons. For example, if we did not create the information you want changed and the creator of the PHI is able to perform the change. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision. We will attach your statement to the PHI you ask that we change. If we accept your request to change the information, we will make reasonable efforts to inform others of the change. This includes people you name. We will also make the effort to include the changes in any future disclosures of that information.

**Right to Receive an Accounting of Disclosures.** You have the right to get a list of times within the last 6 year period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you ask for this more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will give you more information on our fees at the time of your request.

**Right to File a Complaint.** If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us. You can also do this by phone. Use the contact information at the end of this Notice. You can also submit a written complaint to the U.S. Department of Health and Human Services (HHS). See the contact information on the HHS website at [www.hhs.gov/ocr](http://www.hhs.gov/ocr). If you request, we will provide you with the address to file a written complaint with HHS. **WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.**

**Right to Receive a Copy of this Notice.** You may ask for a copy of our Notice at any time. Use the contact information listed at the end of the Notice. If you get this Notice on our website or by email, you can request a paper copy of the Notice.

### **Contact Information**

If you have any questions about this Notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing. You can also contact us by phone. Use the contact information listed below.

Absolute Total Care  
Attn: Privacy Official  
1441 Main Street  
Suite 900  
Columbia, SC 29201

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You can also call Absolute Total Care at the number at the bottom of the page.

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## **E. We must give you information about the plan, its network providers, and your covered services**

As a member of Absolute Total Care, you have the right to get information from us. If you do not speak English, we have free interpreter services to answer any questions you may have about our health plan. To get an interpreter, just call us at the number at the bottom of the page. This is a free service. We also have written materials available in Spanish. We can also give you information in large print, braille, or audio.

If you want any of the following, call Member Services:

- **Information about how to choose or change plans**
- **Information about our plan, including:**
  - » Financial information
  - » How the plan has been rated by plan members
  - » The number of appeals made by members
  - » How to leave the plan
- **Information about our network providers and our network pharmacies, including:**
  - » How to choose or change primary care providers
  - » The qualifications of our network providers and pharmacies
  - » How we pay the providers in our network
  - ➔ For a list of providers and pharmacies in the plan's network, see the *Provider and Pharmacy Directory*. For more detailed information about our providers or pharmacies, call Member Services, or visit our website listed at the bottom of the page.
- **Information about covered services and drugs and about rules you must follow, including:**
  - » Services and drugs covered by the plan
  - » Limits to your coverage and drugs
  - » Rules you must follow to get covered services and drugs

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- **Information about why something is not covered and what you can do about it, including:**
  - » Asking us to put in writing why something is not covered
  - » Asking us to change a decision we made
  - » Asking us to pay for a bill you got

As a member of Absolute Total Care, you have the right to get timely information about any changes to the plan. This includes getting written information listed in your orientation materials once per year and being notified of any major changes in your orientation materials 30 days before those changes happen.

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## **F. Network providers cannot bill you directly**

You have financial rights. Doctors, hospitals, and other providers in our network cannot make you pay for covered services. They also cannot charge you if we pay for less than the provider charged us. To learn what to do if a network provider tries to charge you for covered services, see Chapter 7, Section B, page 121.

You have the right to be protected from paying any fees that Absolute Total Care is responsible for.

You have the right to not be charged any cost sharing (copays and deductibles) for Medicare Parts A and B services.

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## **G. You have the right to leave the plan at any time**

No one can make you stay in our plan if you do not want to. You can leave the plan at any time. If you leave our plan, you will still be in the Medicare and Healthy Connections Medicaid programs as long as you are eligible. You have the right to get most of your health care services through Original Medicare or a Medicare Advantage plan. You can get your Medicare Part D prescription drug benefits from a prescription drug plan or from a Medicare Advantage plan. If you leave the plan, you will get your Healthy Connections Medicaid benefits the way you used to before you joined. They will be offered through Healthy Connections Medicaid fee-for-service.

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## **H. You have a right to make decisions about your health care**

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**For more information**, visit <http://mmp.absolutetotalcare.com>.



## You have the right to know your treatment options and make decisions about your health care

You have the right to get full information from your doctors and other health care providers when you get services. Your providers must explain your condition and your treatment choices *in a way that you can understand*.

- **Know your health status.** You have the right to have complete and accurate information about your health status.
- **Know your choices.** You have the right to be told about all the kinds of treatment.
- **Know the risks.** You have the right to be told about any risks involved. You must be told in advance if any service or treatment is part of a research experiment. You have the right to refuse experimental treatments.
- **You can get a second opinion.** You have the right to see another doctor before deciding on treatment.
- **You can say “no.”** You have the right to refuse any treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to. You also have the right to stop taking a drug. If you refuse treatment or stop taking a drug, you will not be dropped from the plan. However, if you refuse treatment or stop taking a drug, you accept full responsibility for what happens to you.
- **You can ask us to explain why a provider denied care.** You have the right to get an explanation from us if a provider has denied care that you believe you should get.
- **You can ask us to cover a service or drug that was denied or is usually not covered.** This is called a coverage decision. Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170) tells how to ask the plan for a coverage decision.
- **You should be encouraged to involve caregivers and family members in treatment discussions and decisions.**
- **You should be told in advance, in writing, if you are transferred to another treatment location and the reason for that transfer.**

## You have the right to say what you want to happen if you are unable to make health care decisions for yourself

Sometimes people are unable to make health care decisions for themselves. Before that happens to you, you can:

- Fill out a written form to **give someone the right to make health care decisions for you**.

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**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 <http://mmp.absolutetotalcare.com>.



- **Give your doctors written instructions** about how you want them to handle your health care if you become unable to make decisions for yourself.

The legal document that you can use to give your directions is called an *advance directive*. There are different types of advance directives and different names for them. Examples are a *living will* and a *power of attorney for health care*.

You do not have to use an advance directive, but you can if you want to. Here is what to do:

- **Get the form.** You can get a form from your doctor, your care coordinator, a lawyer, a legal services agency, or a social worker. Organizations that give people information about Medicare or Healthy Connections Medicaid, such as I-CARE (South Carolina's State Health Insurance Program, or SHIP), may also have advance directive forms.
- **Fill it out and sign the form.** The form is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to people who need to know about it.** You should give a copy of the form to your doctor. You should also give a copy to the person you name as the one to make decisions for you. You may also want to give copies to close friends or family members. Be sure to keep a copy at home.

If you are going to be hospitalized and you have signed an advance directive, **take a copy of it to the hospital.**

- The hospital will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

***Remember, it is your choice to fill out an advance directive or not.***

### **What to do if your instructions are not followed**

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with your care coordinator or the Healthy Connections Prime Advocate.

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## **I. You have the right to have a voice in how the plan is operated**

If you have feedback on how the plan is operated today, please call Member Services at the number at the bottom of the page to let us know.

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**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 <http://mmp.absolutetotalcare.com>.





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## J. You have the right to make complaints and to ask us to reconsider decisions we have made

Chapter 9, Section 3, page 149 tells what you can do if you have any problems or concerns about your covered services or care. For example, you could ask us to make a coverage decision, make an appeal to us to change a coverage decision, or make a complaint.

You have the right to get information about appeals and complaints that other members have filed against our plan. To get this information, call Member Services.

### What to do if you believe you are being treated unfairly or your rights are not being respected

If you believe you have been treated unfairly—and it is *not* about discrimination for the reasons listed on page 125—you can get help in these ways:

- You can **call Member Services**.
- You can **call I-CARE, the State Health Insurance Assistance Program (SHIP)**. For details about this organization and how to contact it, see Chapter 2, Section D, page 20.
- You can call the **Healthy Connections Prime Advocate**. For details about this organization and how to contact it, see Chapter 2, Section H, page 24.
- You can **call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.
- You can call **Healthy Connections Medicaid** at 1-888-549-0820, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-888-842-3620.

### How to get more information about your rights

There are several ways to get more information about your rights:

- You can **call Member Services**.
- You can **call I-CARE, the State Health Insurance Assistance Program (SHIP)**. For details about this organization and how to contact it, see Chapter 2, Section D, page 20.
- You can call the **Healthy Connections Prime Advocate**. For details about this organization and how to contact it, see Chapter 2, Section H, page 24.
- You can **contact Medicare**.

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**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 <http://mmp.absolutetotalcare.com>.



- » You can visit the Medicare website to read or download “Medicare Rights & Protections.” (Go to <https://www.medicare.gov/Pubs/pdf/11534.>)
- » Or you can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- You can call **Healthy Connections Medicaid** at 1-888-549-0820, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-888-842-3620.

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## K. You also have responsibilities as a member of the plan

As a member of the plan, you have a responsibility to do the things that are listed below. If you have any questions, call Member Services.

- **Read the *Member Handbook* to learn what is covered and what rules you need to follow to get covered services and drugs.**
  - » For details about your covered services, see Chapters 3, Section B, page 27, and Chapter 4, Section D, page 47. Those chapters tell you what is covered, what is not covered, what rules you need to follow, and what you pay.
  - » For details about your covered drugs, see Chapters 5, Introduction, page 96, and Chapter 6, Section C, page 114.
- **Participate in an initial health screen upon enrollment in the plan.** For more information, see Chapter 1, Section F, page 7 or call Member Services.
- **Participate in a comprehensive assessment within the first 60 or 90 days of enrollment.** For more information, see Chapter 1, Section F, page 7 or call Member Services.
- **Tell us about any other health or prescription drug coverage you have.** We are required to make sure you are using all of your coverage options when you get health care. Please call Member Services if you have other coverage.
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your Member ID Card whenever you get services or drugs.
- **Help your doctors and other health care providers give you the best care.**
  - » Give them the information they need about you and your health. Learn as much as you can about your health problems. Follow the treatment plans and instructions that you and your providers agree on.
  - » Make sure your doctors and other providers know about all of the drugs you are taking. This includes prescription drugs, over-the-counter drugs, vitamins, and supplements.

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**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 <http://mmp.absolutetotalcare.com>.



- » If you have any questions, be sure to ask. Your doctors and other providers must explain things in a way you can understand. If you ask a question and you do not understand the answer, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act with respect in your doctor's office, hospitals, and other providers' offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
  - » Medicare Part A and Medicare Part B premiums. For almost all Absolute Total Care members, Healthy Connections Medicaid pays for your Part A premium and for your Part B premium.
  - » For some of your long-term services and supports or *drugs* covered by the plan, you must pay your share of the cost when you get the service or *drug*. This will be a copay (a fixed amount). Chapter 4, Section E, page 87 tells what you must pay for your long-term services and supports. Chapter 6, Section C, page 114 tells what you must pay for your drugs.
  - » If you get any services or drugs that are not covered by our plan, you must pay the full cost.
- ➔ If you disagree with our decision to not cover a service or drug, you can make an appeal. Please see Chapter 9, Section 4, page 150 to learn how to make an appeal.
- **Tell us if you move.** If you are going to move, it is important to tell us right away. Call Member Services.
  - » **If you move *outside* of our service area, you cannot stay in this plan.** Only people who live in our service area can get Absolute Total Care. Chapter 1, Section D, page 6 tells about our service area. We can help you figure out whether you are moving outside our service area. Also, be sure to let Medicare and Healthy Connections Medicaid know your new address when you move. See Chapter 2, Section F, page 22 and Section G, page 23 for phone numbers for Medicare and Healthy Connections Medicaid.
  - » **If you move *within* our service area, we still need to know.** We need to keep your membership record up to date and know how to contact you.
- **Pay estate recovery amounts after your death**
  - » Estate recovery is the amount that certain members owe Healthy Connections Medicaid after their death.
  - » You will not owe our plan any money, but you may owe money to Healthy Connections Medicaid for services you got before you joined our plan.

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**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.

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- » The plan is not allowed to collect estate recoveries after your death, but we will notify Healthy Connections Medicaid that you have died.
  - » If you owe Healthy Connections Medicaid money when you die, the state may collect estate recoveries from money or property you leave behind.
- **Call Member Services for help if you have questions or concerns.**

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**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 <http://mmp.absolutetotalcare.com>.

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

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### What's in this chapter?

This chapter has information about your rights. Read this chapter to find out what to do if:

- You have a problem with or complaint about your plan.
- You need a service, item, or medication that your plan has said it will not pay for.
- You disagree with a decision that your plan has made about your care.
- You think your covered services are ending too soon.
- **If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation.** This chapter is broken into different sections to help you easily find what you are looking for.

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### If you are facing a problem with your health or long-term services and supports

You should get the health care, drugs, and long-term services and supports that your doctor and other providers determine are necessary for your care as a part of your care plan. **If you are having a problem with your care, you can call the Healthy Connections Prime Advocate at 1-844-477-4632 for help.** TTY users should call 711. This call is free. This chapter explains the different options you have for different problems and complaints, but you can always call the Healthy Connections Prime Advocate to help guide you through your problem.

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**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 <http://mmp.absolutetotalcare.com>.



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**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 <http://mmp.absolutetotalcare.com>.

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**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.



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## Section 1: Introduction

### Section 1.1: What to do if you have a problem

This chapter tells you what to do if you have a problem with your plan or with your services or payment. Medicare and Healthy Connections Medicaid approved these processes. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

### Section 1.2: What about the legal terms?

There are difficult legal terms for some of the rules and deadlines in this chapter. Many of these terms can be hard to understand, so we have used simpler words in place of certain legal terms. We use abbreviations as little as possible.

For example, we will say:

- “Making a complaint” rather than “filing a grievance”
- “Coverage decision” rather than “organization determination,” “benefit determination,” or “coverage determination”
- “Fast coverage decision” rather than “expedited determination”

Knowing the proper legal terms may help you communicate more clearly, so we provide those too.

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**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.



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## Section 2: Where to call for help

### Section 2.1: Where to get more information and help

Sometimes it can be confusing to start or follow the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

#### You can get help from the Healthy Connections Prime Advocate

If you need help, you can always call the Healthy Connections Prime Advocate. The Healthy Connections Prime Advocate can answer your questions and help you understand what to do to handle your problem. The Healthy Connections Prime Advocate is not connected with us or any insurance company or health plan. They can help you understand which process to use. The phone number for the Healthy Connections Prime Advocate is 1-844-477-4632. TTY users should call 711. This call is free and so are the services.

#### You can get help from the State Health Insurance Assistance Program (SHIP)

You can also call your State Health Insurance Assistance Program (SHIP). SHIP counselors can answer your questions and help you understand what to do to handle your problem. The SHIP is not connected with us or with any insurance company or health plan. The SHIP has trained counselors in every state, and services are free. In South Carolina, the SHIP is known as I-CARE, which stands for Insurance Counseling Assistance and Referrals for Elders. The phone number for I-CARE is 1-800-868-9095. TTY users should call 711. These calls are free and so are the services.

#### Getting help from Medicare

You can call Medicare directly for help with problems. Here are two ways to get help from Medicare:

- Call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY: 1-877-486-2048. The call is free.
- Visit the Medicare website (<http://www.medicare.gov>).

#### Getting help from Healthy Connections Medicaid

You can call Healthy Connections Medicaid directly for help with problems. Here are some ways to get help from Healthy Connections Medicaid:

- Call Healthy Connections Medicaid at 1-888-549-0820, from Monday to Friday from 8:00 am to 6:00 pm. TTY: 1-888-842-3620. The call is free.
- Visit the Healthy Connections Medicaid website ([www.scdhhs.gov](http://www.scdhhs.gov)).

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**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 <http://mmp.absolutetotalcare.com>.



## Getting help from other resources

You can get help from other resources such as:

- Protection & Advocacy for People with Disabilities (P&A) toll free at 1-866-275-7273. TTY: 1-866-232-4525.
- South Carolina Legal Services toll free at 1-888-346-5592.
- Quality Improvement Organization (QIO) – KEPRO – toll free at 1-844-455-8708 (TTY: 1-855-843-4776). Fax number 1-844-834-7129. For more information, see Chapter 2, Section E, page 21.

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**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 <http://mmp.absolutetotalcare.com>.

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## Section 3: Problems with your benefits

### Section 3.1: Should you use the process for coverage decisions and appeals? Or do you want to make a complaint?

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The chart below will help you find the right section of this chapter for problems or complaints.

#### Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

#### **Yes.**

My problem is about  
benefits or coverage.

Go to **Section 4: “Coverage decisions and appeals”** on page 150.

#### **No.**

My problem is not about  
benefits or coverage.

Skip ahead to **Section 10: “How to make a complaint”** on page 192.

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**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 <http://mmp.absolutetotalcare.com>.



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## Section 4: Coverage decisions and appeals

### Section 4.1: Overview of coverage decisions and appeals

The process for asking for coverage decisions and making appeals deals with problems related to your benefits and coverage. It also includes problems with payment.

#### What is a coverage decision?

A *coverage decision* is an initial decision we make about your benefits and coverage or about the amount we will pay for your medical services, items, or drugs. We are making a coverage decision whenever we decide what is covered for you and how much we pay.

If you or your doctor are not sure if a service, item, or drug is covered by Medicare or Healthy Connections Medicaid, either of you can ask for a coverage decision before the doctor gives the service, item, or drug.

#### What is an appeal?

An *appeal* is a formal way of asking us to review our decision and change it if you think we made a mistake. For example, we might decide that a service, item, or drug that you want is not covered or is no longer covered by Medicare or Healthy Connections Medicaid. If you or your doctor disagree with our decision, you can appeal.

### Section 4.2: Getting help with coverage decisions and appeals

#### Who can I call for help asking for coverage decisions or making an appeal?

You can ask any of these people for help:

- 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.
- Call the **Healthy Connections Prime Advocate** for free help. The Healthy Connections Prime Advocate helps people enrolled in Healthy Connections Prime with service or billing problems. The phone number is 1-844-477-4632. TTY users should call 711.
- Call the **State Health Insurance Assistance Program (SHIP), known as I-CARE in South Carolina**, for free help. The SHIP is an independent organization. It is not connected with this plan. The phone number is 1-800-868-9095. TTY users should call 711.
- Talk to **your doctor or other provider**. Your doctor or other provider can ask for a coverage decision or appeal on your behalf.

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**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 <http://mmp.absolutetotalcare.com>.



- Talk to a **friend or family member** and ask him or her to act for you. You can name another person to act for you as your “representative” to ask for a coverage decision or make an appeal.
  - » If you want a friend, relative, or other person to be your representative, call Member Services and ask for the “Appointment of Representative” form. You can also get the form on the Medicare website at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf> or on our website at <http://mmp.absolutetotalcare.com>. The form gives the person permission to act for you. You must give us a copy of the signed form.
- **You also have the right to ask a lawyer** to act for you. You may call your own lawyer, or get the name of a lawyer from the local bar association or other referral service. Some legal groups will give you free legal services if you qualify. If you want a lawyer to represent you, you will need to fill out the Appointment of Representative form.

However, **you do not have to have a lawyer** to ask for any kind of coverage decision or to make an appeal.

### Section 4.3: Which section of this chapter will help you?

There are four different types of situations that involve coverage decisions and appeals. Each situation has different rules and deadlines. We separate this chapter into different sections to help you find the rules you need to follow. **You only need to read the section that applies to your problem:**

- **Section 5 on page 153** gives you information if you have problems about services, items, and drugs (but **not** Part D drugs). For example, use this section if:
  - You are not getting medical care you want, and you believe our plan covers this care.
  - We did not approve services, items, or drugs that your doctor wants to give you, and you believe this care should be covered.
    - **NOTE:** Only use Section 5 if these are drugs **not** covered by Part D. Drugs in the *List of Covered Drugs* with a DP are **not** covered by Part D. See Section 6 on page 167 for Part D drug appeals.
  - You got medical care or services you think should be covered, but we are not paying for this care.
  - You got and paid for medical services or items you thought were covered, and you want to ask us to pay you back.
  - You are being told that coverage for care you have been getting will be reduced or stopped, and you disagree with our decision.

**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.

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- **NOTE:** If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. See Sections 7 and 8 on pages 177 and 184.
- **Section 6 on page 167** gives you information about Part D drugs. For example, use this section if:
  - You want to ask us to make an exception to cover a Part D drug that is not on our *List of Covered Drugs* (Drug List).
  - You want to ask us to waive limits on the amount of the drug you can get.
  - You want to ask us to cover a drug that requires prior approval.
  - We did not approve your request or exception, and you or your doctor or other prescriber thinks we should have.
  - You want to ask us to pay for a prescription drug you already bought. (This is asking for a coverage decision about payment.)
- **Section 7 on page 177** gives you information on how to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon. Use this section if:
  - You are in the hospital and think the doctor asked you to leave the hospital too soon.
- **Section 8 on page 184** gives you information if you think your home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

**If you're not sure which section you should use, please 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.**

**If you need other help or information, please call the Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711.**

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**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 <http://mmp.absolutetotalcare.com>.



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## Section 5: Problems about services, items, and drugs (not Part D drugs)

### Section 5.1: When to use this section

This section is about what to do if you have problems with your benefits for your medical services, behavioral health services, and long-term services and supports (LTSS). You can also use this section for problems with drugs that are **not** covered by Part D. Drugs in the List of Covered Drugs with a DP are **not** covered by Part D. Use Section 6 for Part D drug appeals.

This section tells what you can do if you are in any of the five following situations:

**1. You think we cover medical services, behavioral health services, or long term services and supports (LTSS) you need but are not getting.**

**What you can do:** You can ask us to make a coverage decision. Go to Section 5.2 on page 154 for information on asking for a coverage decision.

**2. We did not approve care your doctor wants to give you, and you think we should have.**

**What you can do:** You can appeal our decision to not approve the care. Go to Section 5.3 on page 156 for information on making an appeal.

**3. You got services or items that you think we cover, but we will not pay.**

**What you can do:** You can appeal our decision not to pay. Go to Section 5.3 on page 156 for information on making an appeal.

**4. You got and paid for services or items you thought were covered, and you want us to reimburse you for the services or items.**

**What you can do:** You can ask us to pay you back. Go to Section 5.5 on page 164 for information on asking us for payment.

**5. We reduced or stopped your coverage for a certain service, and you disagree with our decision.**

**What you can do:** You can appeal our decision to reduce or stop the service. Go to Section 5.3 on page 156 for information on making an appeal.

**NOTE:** If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, special rules apply. Read Sections 7 or 8 on pages 177 and 184 to find out more.

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**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 <http://mmp.absolutetotalcare.com>.



## Section 5.2: Asking for a coverage decision

### How to ask for a coverage decision to get medical services, behavioral health services or long-term services and supports (LTSS)

To ask for a coverage decision, call, write, or fax us, or ask your representative or doctor to ask us for a decision.

- You can call us at: 1-855-735-4398. TTY: 711. 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.
- You can fax us at: 1-866-719-5435
- You can write to us at:

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

### How long does it take to get a coverage decision?

It usually takes up to 14 calendar days after you asked. If we don't give you our decision within 14 calendar days, you can appeal.

- ➔ Sometimes we need more time, and we will send you a letter telling you that we need to take up to 14 more calendar days. The letter will explain why more time is needed.

### Can I get a coverage decision faster?

**Yes.** If you need a response faster because of your health, ask us to make a "fast coverage decision." If we approve the request, we will notify you of our decision within 72 hours.

However, sometimes we need more time, and we will send you a letter telling you that we need to take up to 14 more calendar days. The letter will explain why more time is needed.

*The legal term for "fast coverage decision" is "expedited determination."*

### Asking for a fast coverage decision:

- If you request a fast coverage decision, start by calling or faxing our plan to ask us to cover the care you want.
- You can call us at 1-855-735-4398 (TTY: 711) or fax us at 1-844-273-2671. Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on

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**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 <http://mmp.absolutetotalcare.com>.





federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. For details on how to contact us, go to Chapter 2, Section A, page 15.

- You can also have your doctor or your representative call us.

### **Here are the rules for asking for a fast coverage decision:**

You must meet the following two requirements to get a fast coverage decision:

1. You can get a fast coverage decision *only* if you are asking for coverage for medical care or an item *you have not yet received*. (You cannot get a fast coverage decision if your request is about payment for medical care or an item you already got.)
2. You can get a fast coverage decision *only* if the standard 14 calendar day deadline could *cause serious harm to your health or hurt your ability to function*.

➔ **If your doctor says that you need a fast coverage decision, we will automatically give you one.**

➔ If you ask for a fast coverage decision without your doctor's support, we will decide if you get a fast coverage decision.

- If we decide that your health does not meet the requirements for a fast coverage decision, we will send you a letter. We will also use the standard 14 calendar day deadline instead.
- This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
- The letter will also tell how you can file a "fast complaint" about our decision to give you a standard coverage decision instead of a fast coverage decision. For more information about the process for making complaints, including fast complaints, see Section 10 on page 192.

### **If the coverage decision is Yes, when will I get the service or item?**

You will be approved (pre-authorized) to get the service or item within 14 calendar days (for a standard coverage decision) or 72 hours (for a fast coverage decision) of when you asked. If we extended the time needed to make our coverage decision, we will approve the coverage by the end of that extended period.

### **If the coverage decision is No, how will I find out?**

If the answer is **No**, we will send you a letter telling you our reasons for saying **No**.

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**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 <http://mmp.absolutetotalcare.com>.



- If we say **No**, you have the right to ask us to change this decision by making an appeal. Making an appeal means asking us to review our decision to deny coverage.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (read the next section for more information).

### **Section 5.3: Level 1 Appeal for services, items, and drugs (not Part D drugs)**

#### **What is an Appeal?**

An *appeal* is a formal way of asking us to review our decision and change it if you think we made a mistake. If you or your doctor or other provider disagree with our decision, you can appeal. In all cases, you must start your appeal at Level 1.

If you need help during the appeals process, you can call the Healthy Connections Prime Advocate at 1-844-477-4632 (TTY users should call 711.) The Healthy Connections Prime Advocate is not connected with us or with any insurance company or health plan.

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**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 <http://mmp.absolutetotalcare.com>.

## What is a Level 1 Appeal?

A Level 1 Appeal is the first appeal to our plan. We will review your coverage decision to see if it is correct. The reviewer will be someone who did not make the original coverage decision. When we complete the review, we will give you our decision in writing.

If we tell you after our review that the service or item is not covered, your case can go to a Level 2 Appeal.

### How do I make a Level 1 Appeal?

- To start your appeal, you, your doctor, other provider, or your representative must contact us. You can call us at -1-855-735-4398 (TTY: 711). 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. For additional details on how to reach us for appeals, see Chapter 2, Section A, page 15.
- You can ask us for a “standard appeal” or a “fast appeal.”
- If you are asking for a standard appeal or fast appeal, make your appeal in writing or call us.
  - You can submit a request to the following address:  
 Absolute Total Care  
 Attn: Appeals and Grievances -- Medicare Operations  
 7700 Forsyth Blvd  
 St. Louis, MO 63105
  - You may also ask for an appeal by calling us at 1-855-735-4398 (TTY: 711). Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays,

### **At a glance: How to make a Level 1 Appeal**

You, your doctor, or your representative may put your request in writing and mail or fax it to us. *You may also ask for an appeal by calling us.*

- Ask **within 60 calendar days** of the decision you are appealing. If you miss the deadline for a good reason, you may still appeal.
- If you appeal because we told you that a service you currently get will be changed or stopped, **you have fewer days to appeal** if you want to keep getting that service while your appeal is processing.
- ➔ Keep reading this section to learn about what deadline applies to your appeal.

**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 <http://mmp.absolutetotalcare.com>.



you may be asked to leave a message. Your call will be returned within the next business day.

***The legal term for “fast appeal” is “expedited reconsideration.”***

### **Can someone else make the appeal for me?**

**Yes.** Your doctor or other provider can make the appeal for you. Also, someone besides your doctor or other provider can make the appeal for you, but first you must complete an Appointment of Representative form. The form gives the other person permission to act for you.

To get an Appointment of Representative form, call Member Services and ask for one, or visit the Medicare website at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf> or our website at <http://mmp.absolutetotalcare.com>.

- ➔ If the appeal comes from someone besides you or your doctor or other provider, we must get the completed Appointment of Representative form before we can review the appeal.

### **How much time do I have to make an appeal?**

You must ask for an appeal **within 60 calendar days** from the date on the letter we sent to tell you our decision.

If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of a good reason are: you had a serious illness, or we gave you the wrong information about the deadline for requesting an appeal.

- ➔ **NOTE:** If you appeal because we told you that a service you currently get will be changed or stopped, **you have fewer days to appeal** if you want to keep getting that service while your appeal is processing. Read *“Will my benefits continue during Level 1 appeals”* on page 160 for more information.

### **Can I get a copy of my case file?**

**Yes.** Ask us for a copy by calling 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.

### **Can my doctor give you more information about my appeal?**

**Yes,** you and your doctor may give us more information to support your appeal.

### **How will we make the appeal decision?**

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**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 <http://mmp.absolutetotalcare.com>.



We take a careful look at all of the information about your request for coverage of medical care. Then, we check to see if we were following all the rules when we said **No** to your request. The reviewer will be someone who did not make the original decision.

If we need more information, we may ask you or your doctor for it.

### **When will I hear about a “standard” appeal decision?**

We must give you our answer within 15 calendar days after we get your appeal. We will give you our decision sooner if your health condition requires us to.

- However, if you ask for more time or if we need to gather more information, we can take up to 14 more calendar days. If we decide to take extra days to make the decision, we will send you a letter that explains why we need more time.
  - If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 10 on page 192.
  - If we do not give you an answer to your appeal within 15 calendar days or by the end of the extra days (if we took them), we will automatically send your case to Level 2 of the appeals process if your problem is about coverage of a Medicare service or item. You will be notified when this happens. If your problem is about coverage of a Healthy Connections Medicaid service or item, you can file a Level 2 Appeal yourself. For more information about the Level 2 Appeal process, go to Section 5.4 on page 160.
- ➔ **If our answer is Yes** to part or all of what you asked for, we must approve or give the coverage within 15 calendar days after we get your appeal.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter. If your problem is about coverage of a Medicare service or item, the letter will tell you that we sent your case to the Independent Review Entity for a Level 2 Appeal. If your problem is about coverage of a Healthy Connections Medicaid service or item, the letter will tell you how to file a Level 2 Appeal yourself. For more information about the Level 2 Appeal process, go to Section 5.4 on page 160.

### **When will I hear about a “fast” appeal decision?**

If you ask for a fast appeal, we will give you your answer within 72 hours after we get your appeal. We will give you our answer sooner if your health requires us to do so.

- However, if you ask for more time or if we need to gather more information, we can take up to 14 more calendar days. If we decide to take extra days to make the decision, we will send you a letter that explains why we need more time.

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**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 <http://mmp.absolutetotalcare.com>.



- If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 10 on page 192.
  - If we do not give you an answer to your appeal within 72 hours or by the end of the extra days (if we took them), we will automatically send your case to Level 2 of the appeals process if your problem is about coverage of a Medicare service or item. You will be notified when this happens. If your problem is about coverage of a Healthy Connections Medicaid service or item, you can file a Level 2 Appeal yourself. For more information about the Level 2 Appeal process, go to Section 5.4 on page 160.
- ➔ **If our answer is Yes** to part or all of what you asked for, we must authorize or provide the coverage within 72 hours after we get your appeal.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter. If your problem is about coverage of a Medicare service or item, the letter will tell you that we sent your case to the Independent Review Entity for a Level 2 Appeal. If your problem is about coverage of a Healthy Connections Medicaid service or item, the letter will tell you how to file a Level 2 Appeal yourself. For more information about the Level 2 Appeal process, go to Section 5.4 on page 160.

### Will my benefits continue during Level 1 appeals?

If we decide to change or stop coverage for a service that was previously approved, we will send you a notice at least 10 days before taking the action. If you disagree with the action, you can file a Level 1 Appeal and ask that we continue your benefits while the appeal is pending. You must **make the request on or before the later of the following** in order to continue your benefits:

- Within 10 days of the mailing date of our notice of action; or
- The intended effective date of the action.

If you meet this deadline, you can keep getting the disputed service while your appeal is processing.

### Section 5.4: Level 2 Appeal for services, items, and drugs (not Part D drugs)

#### If the plan says No at Level 1, what happens next?

- If we say **No** to part or all of your Level 1 Appeal, we will send you a letter. This letter will tell you if the service or item is usually covered by Medicare and/or Healthy Connections Medicaid.

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**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 <http://mmp.absolutetotalcare.com>.



- If your problem is about a **Medicare** service or item, you will automatically get a Level 2 Appeal with the Independent Review Entity (IRE) as soon as the Level 1 Appeal is complete.
- If your problem is about a **Healthy Connections Medicaid** service or item, you can file a Level 2 Appeal yourself with the Division of Appeals and Hearings. The letter will tell you how to do this. Information is also below.
- If your problem is about a service or item that could be **covered by both Medicare and Healthy Connections Medicaid**, you will automatically get a Level 2 Appeal with the IRE for a review regarding Medicare coverage. You can also ask for a Level 2 Appeal with the Division of Appeals and Hearings for a review regarding Medicaid coverage.

### What is a Level 2 Appeal?

A Level 2 Appeal is the second appeal, which is done by an independent organization that is not connected to the plan. It is either the Independent Review Entity (IRE) or it is the Division of Appeals and Hearings.

### My problem is about a Healthy Connections Medicaid service or item. How can I make a Level 2 Appeal?

A Level 2 Appeal for Healthy Connections Medicaid services and items is called a “State Fair Hearing.”

If you want to request a State Fair Hearing, you must contact the Division of Appeals and Hearings in writing. You must ask for a State Fair Hearing **within 120 calendar days** of the date of our Level 1 decision, unless the Division of Appeals and Hearings extends the deadline for you.

You can ask for a State Fair Hearing by filing your request online at <https://msp.scdhhs.gov/appeals>.

You can also deliver your request in person, fax your request to 803-255-8206, or write to:

Division of Appeals and Hearings  
South Carolina Department of Health and Human Services  
P.O. Box 8206  
Columbia, SC 29202-8206

If a hearing is granted, the Division of Appeals and Hearings will mail you a notice giving the time, date, and place of the hearing. During the hearing, an impartial hearing officer will listen to your explanation of why you do not agree with our action. The hearing officer will also

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**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 <http://mmp.absolutetotalcare.com>.



listen to our explanation of the action taken. The hearing officer will ask questions to get enough information to decide if your case was handled correctly.

- ➔ The Division of Appeals and Hearings must give you a hearing decision within 90 calendar days of the date you filed an appeal with the plan.
- ➔ If you qualify for a fast review, the Division of Appeals and Hearings will give you a hearing decision within 3 business days.
  - » However, if the Division of Appeals and Hearings needs to gather more information that may benefit you, it can take up to 14 more calendar days. If the Division of Appeals and Hearings needs extra days to make a decision, it will tell you by letter.

### **My problem is about a Medicare service or item. What will happen at the Level 2 Appeal?**

An Independent Review Entity (IRE) will carefully review the Level 1 decision and decide whether it should be changed.

- You do not need to request the Level 2 Appeal. We will automatically send any denials (in whole or in part) to the IRE. You will be notified when this happens.
- The IRE is hired by Medicare and is not connected with this plan.
- You may ask for a copy of your file by calling 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.
- ➔ The IRE must give you an answer to your Level 2 Appeal within 30 calendar days of when it gets your appeal. This rule applies if you sent your appeal before getting medical services or items.
  - » However, if the IRE needs to gather more information that may benefit you, it can take up to 14 more calendar days. If the IRE needs extra days to make a decision, it will tell you by letter.
- ➔ If you had a “fast appeal” at Level 1, you will automatically have a fast appeal at Level 2. The IRE must give you an answer within 72 hours of when it gets your appeal.
  - » However, if the IRE needs to gather more information that may benefit you, it can take up to 14 more calendar days. If the IRE needs extra days to make a decision, it will tell you by letter.

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**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 <http://mmp.absolutetotalcare.com>.





## What if my service or item is covered by both Medicare and Healthy Connections Medicaid?

If your problem is about a service or item that could be covered by both Medicare and Healthy Connections Medicaid, we will automatically send your Level 2 Appeal to the Independent Review Entity for a review regarding Medicare coverage. You can also submit a Level 2 Appeal to the Division of Appeals and Hearings for a review regarding Medicaid coverage. Follow the instructions on page 160.

## Will my benefits continue during Level 2 appeals?

If we decide to change or stop coverage for a service that was previously approved, you can ask to continue your benefits during Level 2 Appeals in some cases.

- If your problem is about a service covered by Medicare, your benefits for that service will **not** continue during the Level 2 Appeal with the Independent Review Entity.
- If your problem is about a service covered by Healthy Connections Medicaid (including a service covered by both Medicare and Healthy Connections Medicaid), you can ask that your benefits for that service continue during the Level 2 Appeal with the Division of Appeals and Hearings. You must make the request on or before the later of the following in order to continue your benefits:
  - » Within 10 calendar days of the plan's Level 1 Appeal decision; or
  - » The intended effective date of the action.

If you meet this deadline, you can keep getting the disputed service while your appeal is processing.

## How will I find out about the decision?

If your Level 2 Appeal went to the Division of Appeals and Hearings, they will send you a letter explaining their decision.

- ➔ If the Division of Appeals and Hearings says **Yes** to part or all of what you asked for, we must authorize the coverage within 72 hours.
- ➔ If the Division of Appeals and Hearings says **No** to part or all of what you asked for, it means they agree with the Level 1 decision. This is called “upholding the decision.” It is also called “turning down your appeal.”

If your Level 2 Appeal went to the Independent Review Entity (IRE), it will send you a letter explaining its decision.

- ➔ If the IRE says **Yes** to part or all of what you asked for in your standard appeal, we must authorize the medical care coverage within 72 hours or give you the service or item within

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**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 <http://mmp.absolutetotalcare.com>.



14 calendar days from the date we get the IRE's decision. If you had a fast appeal, we must authorize the medical care coverage or give you the service or item within 72 hours from the date we get the IRE's decision.

- ➔ If the IRE says **No** to part or all of what you asked for, it means they agree with the Level 1 decision. This is called “upholding the decision.” It is also called “turning down your appeal.”

### **What if I appealed to both the Independent Review Entity and the Division of Appeals and Hearings and they have different decisions?**

If either the Independent Review Entity or the Division of Appeals and Hearings decides **Yes** for all or part of what you asked for, we will give you the approved service or item that is closest to what you asked for in your appeal.

### **If the decision is No for all or part of what I asked for, can I make another appeal?**

If your Level 2 Appeal went to the Division of Appeals and Hearings, and you do not agree with the hearing officer's decision, you can file an appeal to the Administrative Law Court. You must file this appeal within 30 days of the date you were notified of the decision. There is a fee to appeal.

If your Level 2 Appeal went to the Independent Review Entity (IRE), you can appeal again only if the dollar value of the service or item you want meets a certain minimum amount. The letter you get from the IRE will explain additional appeal rights you may have.

See Chapter 9, Section 9 on page 191 for more information on additional levels of appeal.

## **Section 5.5: Payment problems**

We do not allow our network providers to bill you for covered services and items. This is true even if we pay the provider less than the provider charges for a covered service or item. You are never required to pay the balance of any bill. 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 Healthy Connections Medicaid.

If you get a bill that is more than your copay for covered services and items, send the bill to us. **You should not pay the bill yourself.** We will contact the provider directly and take care of the problem.

For more information, start by reading Chapter 7: *Asking us to pay our share of a bill you have gotten for covered services or drugs*. Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you got from a provider. It also tells how to send us the paperwork that asks us for payment.

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**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 <http://mmp.absolutetotalcare.com>.



## Can I ask you to pay me back for your share of a service or item I paid for?

Remember, if you get a bill that is more than your copay for covered services and items, you should not pay the bill yourself. But if you do pay the bill, you can get a refund if you followed the rules for getting services and items.

If you are asking to be paid back, you are asking for a coverage decision. We will see if the service or item you paid for is a covered service or item, and we will check to see if you followed all the rules for using your coverage.

- If the service or item you paid for is covered and you followed all the rules, we will send you the payment for our share of the cost of the service or item within 60 calendar days after we get your request.

Or, if you haven't paid for the service or item yet, we will send the payment directly to the provider. When we send the payment, it's the same as saying **Yes** to your request for a coverage decision.

- If the service or item is *not* covered, or you did *not* follow all the rules, we will send you a letter telling you we will not pay for the service or item, and explaining why.

## What if we say we will not pay?

If you do not agree with our decision, **you can make an appeal**. Follow the appeals process described in Section 5.3 on page 156. When you follow these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we get your appeal.
  - If you are asking us to pay you back for a service or item you already got and paid for yourself, you cannot ask for a fast appeal.
- ➔ If we answer **No** to your appeal and the service or item is usually covered by Medicare, we will automatically send your case to the Independent Review Entity (IRE). We will notify you by letter if this happens.
- If the IRE reverses our decision and says we should pay you, we must send the payment to you or to the provider within 30 calendar days. If the answer to your appeal is **Yes** at any stage of the appeals process after Level 2, we must send the payment you asked for to you or to the provider within 60 calendar days.
  - If the IRE says **No** to your appeal, it means they agree with our decision not to approve your request. (This is called “upholding the decision” or “turning down your appeal.”) The letter you get will explain additional appeal rights you may have. You can appeal again only if the dollar value of the service or item you want meets a certain minimum amount. See Section 9 on page 191 for more information on additional levels of appeal.

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**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.

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- ➔ If we answer **No** to your appeal and the service or item is usually covered by Healthy Connections Medicaid, you can file a Level 2 Appeal yourself (see Section 5.4 on page 160).

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## Section 6: Part D drugs

### Section 6.1: What to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Most of these drugs are “Part D drugs.” There are a few drugs that Medicare Part D does not cover but that Healthy Connections Medicaid may cover. **This section only applies to Part D drug appeals.**

- The *List of Covered Drugs (Drug List)*, includes some drugs with a DP. These drugs are **not** Part D drugs. Appeals or coverage decisions about drugs with DP symbol follow the process in **Section 5** on page 153.

#### Can I ask for a coverage decision or make an appeal about Part D prescription drugs?

**Yes.** Here are examples of coverage decisions you can ask us to make about your Part D drugs:

- You ask us to make an exception such as:
  - » Asking us to cover a Part D drug that is not on the plan’s *List of Covered Drugs (Drug List)*
  - » Asking us to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get)
- You ask us if a drug is covered for you (for example, when your drug is on the plan’s Drug List but we require you to get approval from us before we will cover it for you).
  - » **NOTE:** If your pharmacy tells you that your prescription cannot be filled, you will get a notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is asking for a coverage decision about payment.

***The legal term for a coverage decision about your Part D drugs is “coverage determination.”***

If you disagree with a coverage decision we have made, you can appeal our decision. This section tells you how to ask for coverage decisions **and** how to request an appeal.

**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 <http://mmp.absolutetotalcare.com>.



Use the chart below to help you decide which section has information for your situation:

Which of these situations are you in?			
<p>Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?</p> <p><b>You can ask us to make an exception.</b> (This is a type of coverage decision.)</p> <p>Start with <b>Section 6.2</b> on page 168. Also see Sections 6.3 and 6.4 on pages 169 and 170.</p>	<p>Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?</p> <p><b>You can ask us for a coverage decision.</b></p> <p>Skip ahead to <b>Section 6.4</b> on page 170.</p>	<p>Do you want to ask us to pay you back for a drug you already got and paid for?</p> <p><b>You can ask us to pay you back.</b> (This is a type of coverage decision.)</p> <p>Skip ahead to <b>Section 6.4</b> on page 170</p>	<p>Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?</p> <p><b>You can make an appeal.</b> (This means you are asking us to reconsider.)</p> <p>Skip ahead to <b>Section 6.5</b> on page 173.</p>

## Section 6.2: What is an exception?

An *exception* is permission to get coverage for a drug that is not normally on our List of Covered Drugs (Drug List) or to use the drug without certain rules and limitations. If a drug is not on our Drug List or is not covered in the way you would like, you can ask us to make an "exception."

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception.

Here are examples of exceptions that you or your doctor or another prescriber can ask us to make:

1. Covering a Part D drug that is not on our Drug List.

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2. Removing a restriction on our coverage. There are extra rules or restrictions that apply to certain drugs on our Drug List (for more information, go to Chapter 5, Section C, page 102.)
- The extra rules and restrictions on coverage for certain drugs include:
    - » Being required to use the generic version of a drug instead of the brand name drug.
    - » Getting plan approval before we will agree to cover the drug for you. (This is sometimes called “prior authorization.”)
    - » Being required to try a different drug first before we will agree to cover the drug you are asking for. (This is sometimes called “step therapy.”)
    - » Quantity limits. For some drugs, we limit the amount of the drug you can have.

### Section 6.3: Important things to know about asking for exceptions

*The legal term for asking for removal of a restriction on coverage for a drug is sometimes called asking for a “**formulary exception**.”*

#### Your doctor or other prescriber must tell us the medical reasons

Your doctor or other prescriber must give us a statement explaining the medical reasons for requesting an exception. Our decision about the exception will be faster if you include this information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are asking for and would not cause more side effects or other health problems, we will generally *not* approve your request for an exception.

#### We will say Yes or No to your request for an exception

- If we say **Yes** to your request for an exception, the exception usually lasts until the end of the calendar year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **No** to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 on page 173 tells how to make an appeal if we say **No**.

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**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.

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The next section tells you how to ask for a coverage decision, including an exception.

## Section 6.4: How to ask for a coverage decision about a Part D drug or reimbursement for a Part D drug, including an exception

### What to do

- Ask for the type of coverage decision you want. Call, write, or fax us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can call us 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.
- You or your doctor (or other prescriber) or someone else who is acting on your behalf can ask for a coverage decision. You can also have a lawyer act on your behalf.

Read Section 4 on page 150 to find out how to give permission to someone else to act as your representative.

- ➔ You do not need to give your doctor or other prescriber written permission to ask us for a coverage decision on your behalf.
- If you want to ask us to pay you back for a drug, read Chapter 7, Section B, page 121 of this handbook. Chapter 7 describes times when you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- If you are asking for an exception, provide the “supporting statement.” Your doctor or other prescriber must give us the medical reasons for the drug exception. We call this the “supporting statement.”

### ***At a glance:* How to ask for a coverage decision about a drug or payment**

Call, write, or fax us to ask, or ask your representative or doctor or other prescriber to ask. We will give you an answer on a standard coverage decision within 72 hours. We will give you an answer on reimbursing you for a Part D drug you already paid for within 14 calendar days.

- If you are asking for an exception, include the supporting statement from your doctor or other prescriber.
- You or your doctor or other prescriber may ask for a fast decision. (Fast decisions usually come within 24 hours.)
- ➔ Read this section to make sure you qualify for a fast decision! Read it also to find information about decision deadlines.

**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.

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Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone, and then fax or mail a statement.

### **If your health requires it, ask us to give you a “fast coverage decision”**

We will use the “standard deadlines” unless we have agreed to use the “fast deadlines.”

- A **standard coverage decision** means we will give you an answer within 72 hours after we get your doctor’s statement.
- A **fast coverage decision** means we will give you an answer within 24 hours after we get your doctor’s statement.
  - » You can get a fast coverage decision *only* if you are asking for a *drug you have not yet received*. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you already bought.)
  - » You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
  - » If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision, and the letter will tell you that.

If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether you get a fast coverage decision.

If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will use the standard deadlines instead. We will send you a letter telling you that. The letter will tell you how to make a complaint about our decision to give you a standard decision. You can file a “fast complaint” and get a response to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, see Section 10 on page 192.

***The legal term for “fast coverage decision” is “expedited coverage determination.”***

### **Deadlines for a “fast coverage decision”**

- If we are using the fast deadlines, we must give you our answer within 24 hours. This means within 24 hours after we get your request. Or, if you are asking for an exception, 24 hours after we get your doctor’s or prescriber’s statement supporting your request. We will give you our answer sooner if your health requires it.
- If we do not meet this deadline, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.

**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.

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- ➔ **If our answer is Yes** to part or all of what you asked for, we must give you the coverage within 24 hours after we get your request or your doctor's or prescriber's statement supporting your request.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

### **Deadlines for a “standard coverage decision” about a drug you have not yet received**

- If we are using the standard deadlines, we must give you our answer within 72 hours after we get your request. Or, if you are asking for an exception, after we get your doctor's or prescriber's supporting statement. We will give you our answer sooner if your health requires it.
- If we do not meet this deadline, we will send your request on to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.
- ➔ **If our answer is Yes** to part or all of what you asked for, we must approve or give the coverage within 72 hours after we get your request or, if you are asking for an exception, your doctor's or prescriber's supporting statement.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

### **Deadlines for a “standard coverage decision” about payment for a drug you already bought**

- We must give you our answer within 14 calendar days after we get your request.
- If we do not meet this deadline, we will send your request to Level 2 of the appeals process. At level 2, an Independent Review Entity will review your request.
- ➔ **If our answer is Yes** to part or all of what you asked for, we will make payment to you within 14 calendar days.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

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**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 <http://mmp.absolutetotalcare.com>.

## Section 6.5: Level 1 Appeal for Part D drugs

- To start your appeal, you, your doctor or other prescriber, or your representative must contact us.
- If you are asking for a standard appeal, you can make your appeal by sending a request in writing. You may also ask for an appeal by calling us 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 want a fast appeal, you may make your appeal in writing or you may call us.
- Make your appeal request **within 60 calendar days** from the date on the notice we sent to tell you our decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make you appeal. For example, good reasons for missing the deadline would be if you have a serious illness that kept you from contacting us or if we gave you incorrect or incomplete information about the deadline for requesting an appeal.

### **At a glance: How to make a Level 1 Appeal**

You, your doctor or prescriber, or your representative may put your request in writing and mail or fax it to us. *You may also ask for an appeal by calling us.*

- Ask **within 60 calendar days** of the decision you are appealing. If you miss the deadline for a good reason, you may still appeal.
  - You, your doctor or prescriber, or your representative can call us to ask for a fast appeal.
- ➔ Read this section to make sure you qualify for a fast decision! Read it also to find information about decision deadlines.

***The legal term for an appeal to the plan about a Part D drug coverage decision is plan “redetermination.”***

- You have the right to ask us for a copy of the information about your appeal. To ask for a copy, 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.

**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 <http://mmp.absolutetotalcare.com>.



- » If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

### **If your health requires it, ask for a “fast appeal”**

- If you are appealing a decision our plan made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in Section 6.4 on page 170.

*The legal term for “fast appeal” is “expedited redetermination.”*

### **Our plan will review your appeal and give you our decision**

- We take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said **No** to your request. We may contact you or your doctor or other prescriber to get more information. The reviewer will be someone who did not make the original coverage decision.

### **Deadlines for a “fast appeal”**

- If we are using the fast deadlines, we will give you our answer within 72 hours after we get your appeal, or sooner if your health requires it.
  - If we do not give you an answer within 72 hours, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your appeal.
- ➔ **If our answer is Yes** to part or all of what you asked for, we must give the coverage within 72 hours after we get your appeal.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**.

### **Deadlines for a “standard appeal”**

- If we are using the standard deadlines, we must give you our answer within 7 calendar days after we get your appeal, or sooner if your health requires it. If you think your health requires it, you should ask for a “fast appeal.”
- If we do not give you a decision within 7 calendar days, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your appeal.

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**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 <http://mmp.absolutetotalcare.com>.



- ➔ **If our answer is Yes** to part or all of what you asked for:
- » If we approve a request for coverage, we must give you the coverage as quickly as your health requires, but no later than 7 calendar days after we get your appeal.
  - » If we approve a request to pay you back for a drug you already bought, we will send payment to you within 30 calendar days after we get your appeal request.
- ➔ **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No** and tells how to appeal our decision.

## Section 6.6: Level 2 Appeal for Part D drugs

If we say **No** to part or all of your appeal, you can choose whether to accept this decision or make another appeal. If you decide to go on to a Level 2 Appeal, the Independent Review Entity (IRE) will review our decision.

- If you want the IRE to review your case, your appeal request must be in writing. The letter we send about our decision in the Level 1 Appeal will explain how to request the Level 2 Appeal.
- When you make an appeal to the IRE, we will send them your case file. You have the right to ask us for a copy of your case file by calling 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.
- You have a right to give the IRE other information to support your appeal.
- The IRE is an independent organization that is hired by Medicare. It is not connected with this plan and it is not a government agency.

### **At a glance: How to make a Level 2 Appeal**

If you want the Independent Review Entity to review your case, your appeal request must be in writing.

- Ask **within 60 calendar days** of the decision you are appealing. If you miss the deadline for a good reason, you may still appeal.
  - You, your doctor or other prescriber, or your representative can request the Level 2 Appeal.
- ➔ Read this section to make sure you qualify for a fast decision! Read it also to find information about decision deadlines.

**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.

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- Reviewers at the IRE will take a careful look at all of the information related to your appeal. The organization will send you a letter explaining its decision.

*The legal term for an appeal to the IRE about a Part D drug is “reconsideration.”*

### Deadlines for “fast appeal” at Level 2

- If your health requires it, ask the Independent Review Entity (IRE) for a “fast appeal.”
- If the IRE agrees to give you a “fast appeal,” it must give you an answer to your Level 2 Appeal within 72 hours after getting your appeal request.
- If the IRE says **Yes** to part or all of what you asked for, we must authorize or give you the drug coverage within 24 hours after we get the decision.

### Deadlines for “standard appeal” at Level 2

- If you have a standard appeal at Level 2, the Independent Review Entity (IRE) must give you an answer to your Level 2 Appeal within 7 calendar days after it gets your appeal.
  - » If the IRE says **Yes** to part or all of what you asked for, we must authorize or give you the drug coverage within 72 hours after we get the decision.
  - » If the IRE approves a request to pay you back for a drug you already bought, we will send payment to you within 30 calendar days after we get the decision.

### What if the Independent Review Entity says No to your Level 2 Appeal?

**No** means the Independent Review Entity (IRE) agrees with our decision not to approve your request. This is called “upholding the decision” or “turning down your appeal.”

If you want to go to Level 3 of the appeals process, the drugs you are requesting must meet a minimum dollar value. If the dollar value is less than the minimum, you cannot appeal any further. If the dollar value is high enough, you can ask for a Level 3 appeal. The letter you get from the IRE will tell you the dollar value needed to continue with the appeal process.

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**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.

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## Section 7: Asking us to cover a longer hospital stay

When you are admitted to a hospital, you have the right to get all hospital services that we cover that are necessary to diagnose and treat your illness or injury.

During your covered hospital stay, your doctor and the hospital staff will work with you to prepare for the day when you leave the hospital. They will also help arrange for any care you may need after you leave.

- The day you leave the hospital is called your “discharge date.”
- Your doctor or the hospital staff will tell you when your discharge date is.

If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay. This section tells you how to ask.

### Section 7.1: Learning about your Medicare rights

Within two days after you are admitted to the hospital, a caseworker or nurse will give you a notice called *An Important Message from Medicare about Your Rights*. If you do not get this notice, ask any hospital employee for it. If you need help, please 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. You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Read this notice carefully and ask questions if you don’t understand. The *Important Message* tells you about your rights as a hospital patient, including your rights to:

- Get Medicare-covered services during and after your hospital stay. You have the right to know what these services are, who will pay for them, and where you can get them.
- Be a part of any decisions about the length of your hospital stay.
- Know where to report any concerns you have about the quality of your hospital care.
- Appeal if you think you are being discharged from the hospital too soon.
- You should sign the Medicare notice to show that you got it and understand your rights. Signing the notice does **not** mean you agree to the discharge date that may have been told to you by your doctor or hospital staff.

Keep your copy of the signed notice so you will have the information in it if you need it.

- To look at a copy of this notice in advance, you can 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

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**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 <http://mmp.absolutetotalcare.com>.



will be returned within the next business day. You can also call 1-800 MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. The call is free.

You can also see the notice online at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>.

➔ If you need help, please call Member Services or Medicare at the numbers listed above.

## Section 7.2: Level 1 Appeal to change your hospital discharge date

If you want us to cover your inpatient hospital services for a longer time, you must request an appeal. A Quality Improvement Organization will do the Level 1 Appeal review to see if your planned discharge date is medically appropriate for you.

In South Carolina, the Quality Improvement Organization is called KEPRO. To make an appeal to change your discharge date, call KEPRO at 1-844-455-8708 (TTY: 1-855-843-4776).

### Call right away!

Call the Quality Improvement Organization **before** you leave the hospital and no later than your planned discharge date. *An Important Message from Medicare about Your Rights* contains information on how to reach the Quality Improvement Organization.

- If you call before you leave, you are allowed to stay in the hospital *after* your planned discharge date *without paying for it* while you wait to get the decision on your appeal from the Quality Improvement Organization.
- If you do *not call* to appeal, and you decide to stay in the hospital after your planned discharge date, *you may have to pay all of the costs* for hospital care you get after your planned discharge date.

#### **At a glance: How to make a Level 1 Appeal to change your discharge date**

Call the Quality Improvement Organization for your state at 1-844-455-8708 and ask for a “fast review”.

Call before you leave the hospital and before your planned discharge date.

➔ If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details, see Section 7.4 on page 182.

We want to make sure you understand what you need to do and what the deadlines are.

**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 <http://mmp.absolutetotalcare.com>.





- **Ask for help if you need it.** If you have questions or need help at any time, please 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. You can also call the State Health Insurance Assistance Program (SHIP), known as I-CARE in South Carolina, at 1-800-868-9095. TTY users should call 711. You can also call the Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711.

### **What is a Quality Improvement Organization?**

It is a group of doctors and other health care professionals who are paid by Medicare to check on and help improve the quality of care for people with Medicare. These experts are not part of our plan.

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**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 <http://mmp.absolutetotalcare.com>.

## Ask for a “fast review”

You must ask the Quality Improvement Organization for a **“fast review”** of your discharge. Asking for a “fast review” means you are asking the organization to use the fast deadlines for an appeal instead of using the standard deadlines.

*The legal term for “fast review” is “immediate review.”*

## What happens during the fast review?

- The reviewers at the Quality Improvement Organization will ask you or your representative why you think coverage should continue after the planned discharge date. You don’t have to prepare anything in writing, but you may do so if you wish.
- The reviewers will look at your medical record, talk with your doctor, and review all of the information related to your hospital stay.
- By noon of the day after the reviewers tell us about your appeal, you will get a letter that gives your planned discharge date. The letter explains the reasons why your doctor, the hospital, and we think it is right for you to be discharged on that date.

*The legal term for this written explanation is called the **“Detailed Notice of Discharge.”** You can get a sample by calling 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. You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. Or you can see a sample notice online at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices.html>*

## What if the answer is Yes?

- If the Quality Improvement Organization says **Yes** to your appeal, we must keep covering your hospital services for as long as they are medically necessary.

## What if the answer is No?

- If the Quality Improvement Organization says **No** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for

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**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 <http://mmp.absolutetotalcare.com>.



your inpatient hospital services will end at noon on the day *after* the Quality Improvement Organization gives you its answer.

- If the Quality Improvement Organization says **No** and you decide to stay in the hospital, then you may have to pay for your continued stay at the hospital. The cost of the hospital care that you may have to pay begins at noon on the day after the Quality Improvement Organization gives you its answer.
- If the Quality Improvement Organization turns down your appeal *and* you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal.

### Section 7.3: Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal *and* you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. You will need to contact the Quality Improvement Organization again and ask for another review.

Ask for the Level 2 review **within 60 calendar days** after the day when the Quality Improvement Organization said **No** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

In South Carolina, the Quality Improvement Organization is called KEPRO. You can reach KEPRO at 1-844-455-8708 (TTY: 1-855-843-4776).

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.
- Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will make a decision.

#### ***At a glance:* How to make a Level 2 Appeal to change your discharge date**

Call the Quality Improvement Organization for your state at 1-844-455-8708 and ask for another review.

#### **What happens if the answer is Yes?**

- We must pay you back for our share of the costs of hospital care you got since noon on the day after the date of your first appeal decision. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

#### **What happens if the answer is No?**

**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 <http://mmp.absolutetotalcare.com>.



It means the Quality Improvement Organization agrees with the Level 1 decision and will not change it. The letter you get will tell you what you can do if you wish to continue with the appeal process.

If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

## Section 7.4: What happens if I miss an appeal deadline?

If you miss appeal deadlines, there is another way to make Level 1 and Level 2 Appeals, called Alternate Appeals. But the *first two levels of appeal are different*.

### Level 1 Alternate Appeal to change your hospital discharge date

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

- During this review, we look at all of the information about your hospital stay. We check to see if the decision about when you should leave the hospital was fair and followed all the rules.
- We will use the fast deadlines rather than the standard deadlines for giving you the answer to this review. This means we will give you our decision within 72 hours after you ask for a “fast review.”
- **If we say Yes to your fast review**, it means we agree that you still need to be in the hospital after the discharge date. We will keep covering hospital services for as long as it is medically necessary.

It also means that we agree to pay you back for our share of the costs of care you got since the date when we said your coverage would end.

- **If we say No to your fast review**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends on the day we said coverage would end.

#### **At a glance: How to make a Level 1 Alternate Appeal**

Call our 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. Ask for a “fast review” of your hospital discharge date. The call is free.

We will give you our decision within 72 hours.

**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 <http://mmp.absolutetotalcare.com>.



- » If you stayed in the hospital *after* your planned discharge date, then **you may have to pay the full cost** of hospital care you got after the planned discharge date.
- ➔ To make sure we were following all the rules when we said **No** to your fast appeal, we will send your appeal to the “Independent Review Entity.” When we do this, it means that your case is *automatically* going to Level 2 of the appeals process.

***The legal term for “fast review” or “fast appeal” is “expedited appeal.”***

## Level 2 Alternate Appeal to change your hospital discharge date

We will send the information for your Level 2 Appeal to the Independent Review Entity (IRE) within 24 hours of when we give you our Level 1 decision. If you think we are not meeting this deadline or other deadlines, you can make a complaint. Section 10 on page 192 tells how to make a complaint.

During the Level 2 Appeal, the IRE reviews the decision we made when we said **No** to your “fast review.” This organization decides whether the decision we made should be changed.

- The IRE does a “fast review” of your appeal. The reviewers usually give you an answer within 72 hours.
- The IRE is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.
- Reviewers at the IRE will take a careful look at all of the information related to your appeal of your hospital discharge.
- If the IRE says **Yes** to your appeal, then we must pay you back for our share of the costs of hospital care you got since the date of your planned discharge. We must also continue our coverage of your hospital services for as long as it is medically necessary.
- If the IRE says **No** to your appeal, it means they agree with us that your planned hospital discharge date was medically appropriate.

The letter you get from the IRE will tell you what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3

### ***At a glance: How to make a Level 2 Alternate Appeal***

You do not have to do anything. The plan will automatically send your appeal to the Independent Review Entity.

**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 <http://mmp.absolutetotalcare.com>.



Appeal, which is handled by a judge. Please see Section 9 on page 191 for more information about Level 3 Appeals.

## Section 8: What to do if you think your home health care, skilled nursing care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon

This section is about the following types of care *only*:

- Home health care services.
  - Skilled nursing care in a skilled nursing facility.
  - Rehabilitation care you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation.
- ➔ With any of these three types of care, you have the right to keep getting covered services for as long as the doctor says you need it.
  - ➔ When we decide to stop covering any of these, we must tell you before your services end. When your coverage for that care ends, *we will stop paying for your care*.

If you think we are ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

### Section 8.1: We will tell you in advance when your coverage will be ending

- You will get a notice at least two days before we stop paying for your care. This is called the *Notice of Medicare Non-Coverage*.
- The written notice tells you the date when we will stop covering your care.
- The written notice also tells you how to appeal this decision.

You or your representative should sign the written notice to show that you got it. Signing it does **not** mean you agree with the plan that it is time to stop getting the care.

When your coverage ends, we will stop paying our share of the cost for your care.

### Section 8.2: Level 1 Appeal to continue your care

If you think we are ending coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

**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 <http://mmp.absolutetotalcare.com>.



Before you start your appeal, understand what you need to do and what the deadlines are.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 10 on page 192 tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please 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. Or call your State Health Insurance Assistance Program, known as I-CARE in South Carolina, at 1-800-868-9095.

During a Level 1 Appeal, a Quality Improvement Organization will review your appeal and decide whether to change the decision we made. In South Carolina, the Quality Improvement Organization is called KEPRO. You can reach KEPRO at 1-844-455-8708 (TTY: 1-855-843-4776). Information about appealing to the Quality Improvement Organization is also in the *Notice of Medicare Non-Coverage*. This is the notice you got when you were told we would stop covering your care.

#### **At a glance: How to make a Level 1 Appeal to ask the plan to continue your care**

Call the Quality Improvement Organization for your state at 1-844-455-8708 and ask for a “fast-track appeal.”

Call before you leave the agency or facility that is providing your care and before your planned discharge date.

### **What is a Quality Improvement Organization?**

It is a group of doctors and other health care professionals who are paid by Medicare to check on and help improve the quality of care for people with Medicare. These experts are not part of our plan.

### **What should you ask for?**

Ask them for a “fast-track appeal.” This is an independent review of whether it is medically appropriate for us to end coverage for your services.

### **What is your deadline for contacting this organization?**

- You must contact the Quality Improvement Organization *no later than noon of the day after you got the written notice telling you when we will stop covering your care.*

**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 <http://mmp.absolutetotalcare.com>.



- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, see Section 8.4 on page 188.

***The legal term for the written notice is “Notice of Medicare Non-Coverage.”***

*To get a sample copy, 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 or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. Or see a copy online at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MAEDNotices.html>*

### What happens during the Quality Improvement Organization’s review?

- The reviewers at the Quality Improvement Organization will ask you or your representative why you think coverage for the services should continue. You don’t have to prepare anything in writing, but you may do so if you wish.
- When you ask for an appeal, the plan must write a letter to you and the Quality Improvement Organization explaining why your services should end.
- The reviewers will also look at your medical records, talk with your doctor, and review information that our plan has given to them.
- **Within one full day after reviewers have all the information they need, they will tell you their decision.** You will get a letter explaining the decision.

***The legal term for the letter explaining why your services should end is “Detailed Explanation of Non-Coverage.”***

### What happens if the reviewers say Yes?

- If the reviewers say **Yes** to your appeal, then we must keep providing your covered services for as long as they are medically necessary.

### What happens if the reviewers say No?

**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 <http://mmp.absolutetotalcare.com>.





- If the reviewers say **No** to your appeal, then your coverage will end on the date we told you. We will stop paying our share of the costs of this care.
- If you decide to keep getting the home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date your coverage ends, then you will have to pay the full cost of this care yourself.

### Section 8.3: Level 2 Appeal to continue your care

If the Quality Improvement Organization said **No** to the appeal **and** you choose to continue getting care after your coverage for the care has ended, you can make a Level 2 Appeal.

During the Level 2 Appeal, the Quality Improvement Organization will take another look at the decision they made at Level 1. If they say they agree with the Level 1 decision, you may have to pay the full cost for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services *after* the date when we said your coverage would end.

In South Carolina, the Quality Improvement Organization is called KEPRO. You can reach KEPRO at 1-844-455-8708 (TTY: 1-855-843-4776). Ask for the Level 2 review **within 60 calendar days** after the day when the Quality Improvement Organization said **No** to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.
- The Quality Improvement Organization will make its decision within 14 calendar days of receipt of your appeal request.

#### ***At a glance:* How to make a Level 2 Appeal to require that the plan cover your care for longer**

Call the Quality Improvement Organization for your state at 1-844-455-8708 and ask for another review.

Call before you leave the agency or facility that is providing your care and before your planned discharge date.

### **What happens if the review organization says Yes?**

- We must pay you back for our share of the costs of care you got since the date when we said your coverage would end. We must continue providing coverage for the care for as long as it is medically necessary.

**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 <http://mmp.absolutetotalcare.com>.



**What happens if the review organization says No?**

- It means they agree with the decision they made on the Level 1 Appeal and will not change it.
- The letter you get will tell you what to do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

**Section 8.4: What if you miss the deadline for making your Level 1 Appeal?**

If you miss appeal deadlines, there is another way to make Level 1 and Level 2 Appeals, called Alternate Appeals. But the *first two levels of appeal are different*.

**Level 1 Alternate Appeal to continue your care for longer**

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

- During this review, we look at all of the information about your home health care, skilled nursing facility care, or care you are getting at a Comprehensive Outpatient Rehabilitation Facility (CORF). We check to see if the decision about when your services should end was fair and followed all the rules.

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**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 <http://mmp.absolutetotalcare.com>.



- We will use the fast deadlines rather than the standard deadlines for giving you the answer to this review. We will give you our decision within 72 hours after you ask for a “fast review.”
- **If we say Yes** to your fast review, it means we agree that we will keep covering your services for as long as it is medically necessary.

It also means that we agree to pay you back for our share of the costs of care you got since the date when we said your coverage would end.

- **If we say No** to your fast review, we are saying that stopping your services was medically appropriate. Our coverage ends as of the day we said coverage would end.

» If you continue getting services after the day we said they would stop, **you may have to pay the full cost** of the services.

- ➔ To make sure we were following all the rules when we said **No** to your fast appeal, we will send your appeal to the “Independent Review Entity.” When we do this, it means that your case is *automatically* going to Level 2 of the appeals process.

### ***At a glance: How to make a Level 1 Alternate Appeal***

Call our 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. Ask for a “fast review.” The call is free.

We will give you our decision within 72 hours.

***The legal term for “fast review” or “fast appeal” is “expedited appeal.”***

## **Level 2 Alternate Appeal to continue your care for longer**

We will send the information for your Level 2 Appeal to the Independent Review Entity (IRE) within 24 hours of when we give you our Level 1 decision. If you think we are not meeting this deadline or other deadlines, you can make a complaint. Section 10 on page 192 tells how to make a complaint.

During the Level 2 Appeal, the IRE reviews the decision we made when we said **No** to your “fast review.” This organization decides whether the decision we made should be changed.

**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 <http://mmp.absolutetotalcare.com>.



- The IRE does a “fast review” of your appeal. The reviewers usually give you an answer within 72 hours.
- The IRE is an independent organization that is hired by Medicare. This organization is not connected with our plan, and it is not a government agency.
- Reviewers at the IRE will take a careful look at all of the information related to your appeal.
- **If the IRE says Yes** to your appeal, then we must pay you back for our share of the costs of care. We must also continue our coverage of your services for as long as it is medically necessary.
- **If the IRE says No** to your appeal, it means they agree with us that stopping coverage of services was medically appropriate.

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***At a glance: How to make a Level 2 Alternate Appeal to require that the plan continue your care***

You do not have to do anything. The plan will automatically send your appeal to the Independent Review Entity.

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The letter you get from the IRE will tell you what you can do if you wish to continue with the review process. It will give you details about how to go on to a Level 3 Appeal, which is handled by a judge.

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**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 <http://mmp.absolutetotalcare.com>.



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## Section 9: Taking your appeal beyond Level 2

### Section 9.1: Next steps for Medicare services and items

If you made a Level 1 Appeal and a Level 2 Appeal for Medicare services or items, and both of your appeals have been turned down, you may have the right to additional levels of appeal. The letter you get from the Independent Review Entity will tell you what to do if you wish to continue the appeals process.

Level 3 of the appeals process is an Administrative Law Judge (ALJ) hearing. If you want an ALJ to review your case, the item or medical service you are requesting must meet a minimum dollar amount. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, you can ask an ALJ to hear your appeal.

If you do not agree with the ALJ's decision, you can go to the Medicare Appeals Council. After that, you may have the right to ask a federal court to look at your appeal.

If you need assistance at any stage of the appeals process, you can contact the Healthy Connections Prime Advocate. The phone number is 1-844-477-4632. TTY users should call 711.

### Section 9.2: Next steps for Healthy Connections Medicaid services and items

If you made a Level 1 Appeal and a Level 2 Appeal for Healthy Connections Medicaid services or items, and both of your appeals have been turned down, you have the right to additional levels of appeal. If you have questions after your Level 2 Appeal, contact the Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711. This advocate will explain your options and will always act in your best interest.

Level 3 of the appeals process is an Administrative Law Court (ALC) hearing. If you want an ALC hearing, start by completing the "Request for Contested Case Hearing" form available at <http://www.scalc.net/pub/pubRequestForContestedCaseHearing.pdf>. You must submit this form within 30 days of the date you were notified of the Level 2 decision. There is a \$25 fee to appeal. If you cannot afford the fee, you can file a "Request to Waive Filing Fee." This form can be found at <http://www.scalc.net/pub/pubRequestToWaiveFilingFee.pdf>.

If you are appealing a Level 2 decision made by hearing, you will be responsible for the cost of making a transcript of the hearing. A transcript is a written record of the hearing. The cost of the transcript is approximately \$16 for each hour that the transcriptionist spends typing the transcript.

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**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 <http://mmp.absolutetotalcare.com>.



The rules for appealing to the ALC are found at <http://www.scalc.net/rules.aspx>. If you do not follow the rules, your appeal may be dismissed.

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## Section 10: How to make a complaint

### What kinds of problems should be complaints?

The complaint process is used for certain types of problems *only*, such as problems related to quality of care, waiting times, and customer service. Here are examples of the kinds of problems handled by the complaint process.

#### ***Complaints about quality***

- You are unhappy with the quality of care, such as the care you got in the hospital.

#### ***Complaints about privacy***

- You think that someone did not respect your right to privacy, or shared information about you that is *confidential*.

#### ***Complaints about poor customer service***

- A health care provider or staff was rude or disrespectful to you.
- Absolute Total Care staff treated you poorly.
- You think you are being pushed out of the plan.

#### ***Complaints about accessibility***

- You cannot physically access the health care services and facilities in a doctor or provider's office.
- Your provider does not give you a reasonable accommodation you need such as an American Sign Language interpreter.

#### ***Complaints about waiting times***

- You are having trouble getting an appointment, or waiting too long to get it.
- You have been kept waiting too long by doctors, pharmacists, other health professionals, or by Member Services or other plan staff.

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#### ***At a glance: How to make a complaint***

You can make an internal complaint with our plan and/or an external complaint with an organization that is not connected to our plan.

To make an internal complaint, call Member Services or send us a letter.

There are different organizations that handle external complaints. For more information, read Section 10.2 on page 195

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**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 <http://mmp.absolutetotalcare.com>.



***Complaints about cleanliness***

- You think the clinic, hospital or doctor's office is not clean.

***Complaints about language access***

- Your doctor or provider does not provide you with an interpreter during your appointment.

***Complaints about communications from us***

- You think we failed to give you a notice or letter that you should have received.
- You think the written information we sent you is too difficult to understand.

***Complaints about the timeliness of our actions related to coverage decisions or appeals***

- You believe that we are not meeting our deadlines for making a coverage decision or answering your appeal.
- You believe that, after getting a coverage or appeal decision in your favor, we are not meeting the deadlines for approving or giving you the service or paying you back for certain medical services.
- You believe we did not forward your case to the Independent Review Entity on time.

***The legal term for a "complaint" is a "grievance."***

***The legal term for "making a complaint" is "filing a grievance."***

**Are there different types of complaints?**

**Yes.** You can make an internal complaint and/or an external complaint. An internal complaint is filed with and reviewed by our plan. An external complaint is filed with and reviewed by an organization that is not affiliated with our plan. For more information about internal complaints, read the next section. For more information about external complaints, read Section 10.2 on page 195.

If you need help making an internal and/or external complaint, you can call the Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711.

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**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 <http://mmp.absolutetotalcare.com>.



## Section 10.1: Internal complaints

To make an internal complaint, 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. You can make the complaint at any time unless it is about a Part D drug. If the complaint is about a Part D drug, you must make it **within 60 calendar days** after you had the problem you want to complain about.

- If there is anything else you need to do, Member Services will tell you.
- You can also write your complaint and send it to us. If you put your complaint in writing, we will respond to your complaint in writing.

Absolute Total Care

Attn: Appeals & Grievances

7700 Forsyth Blvd.

Saint Louis, MO 63105

If possible, we will answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer

***The legal term for “fast complaint” is “expedited grievance.”***

quickly, we will do that.

- We answer most complaints within 30 calendar days. If we need more information and the delay is in your best interest, or if you ask for more time, we can take up to 14 more calendar days to answer your complaint. We will tell you in writing why we need more time.
- If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast complaint” and respond to your complaint within 24 hours.
- If you are making a complaint because we took extra time to make a coverage decision or appeal, we will automatically give you a “fast complaint” and respond to your complaint within 24 hours.

**If we do not agree** with some or all of your complaint, we will tell you and explain our reasons. We will respond whether we agree with the complaint or not.

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**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 <http://mmp.absolutetotalcare.com>.





## Section 10.2: External complaints

### You can tell Medicare about your complaint

You can send your complaint to Medicare. The Medicare Complaint Form is available at: <https://www.medicare.gov/MedicareComplaintForm/home.aspx>.

Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your problem, please call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048. The call is free.

### You can tell the Healthy Connections Prime Advocate about your complaint

You can call the Healthy Connections Prime Advocate to tell them about your complaint. They are not connected with us or any insurance company or health plan. The phone number for the Healthy Connections Prime Advocate is 1-844-477-4632. TTY users should call 711. This call is free and so are the services. For more information, you can also visit [www.healthyconnectionsprimeadvocate.com](http://www.healthyconnectionsprimeadvocate.com).

### You can file a complaint with the Office for Civil Rights

You can make a complaint to the Department of Health and Human Services' Office for Civil Rights if you think you have not been treated fairly. For example, you can make a complaint about disability access or language assistance. The phone number for the Office for Civil Rights is 1-800-368-1019. TTY users should call 1-800-537-7697. You can also visit <http://www.hhs.gov/ocr> for more information.

You may also contact the local Office for Civil Rights office at:

Office for Civil Rights  
U.S. Department of Health & Human Services  
Sam Nunn Atlanta Federal Center, Suite 16T70  
61 Forsyth Street, S.W.  
Atlanta, GA 30303-8909  
Phone: (800) 368-1019; TTY: (800) 537-7697 (TDD)  
Fax: (202) 619-3818

You may also have rights under the Americans with Disability Act and under state law. You can contact the Healthy Connections Prime Advocate for assistance. The phone number is 1-844-477-4632. TTY users should call 711.

### You can file a complaint with the Quality Improvement Organization

When your complaint is about *quality of care*, you also have two choices:

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**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.

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- You can make your complaint about the quality of care directly to the Quality Improvement Organization (*without* making the complaint to us).
- Or you can make your complaint to us **and** to the Quality Improvement Organization. If you make a complaint to this organization, we will work with them to resolve your complaint.

The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients.

In South Carolina, the Quality Improvement Organization is called KEPRO. The phone number for KEPRO is 1-844-455-8708 (TTY: 1-855-843-4776).

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**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 <http://mmp.absolutetotalcare.com>.

## **Chapter 10: Ending your membership in our Medicare-Medicaid Plan**

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**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 <http://mmp.absolutetotalcare.com>.

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## Introduction

In this chapter, we talk about our plan as a Medicare-Medicaid Plan. We tell you about ways you can end your membership in our plan and your health coverage options after you leave the plan. If you leave our plan, you will still be in the Medicare and Healthy Connections Medicaid programs as long as you are eligible.

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### A. When can you end your membership in our Medicare-Medicaid Plan?

You can end your membership in Absolute Total Care Medicare-Medicaid Plan at any time. Your membership will end on the last day of the month that we get your request to change your plan. For example, if we get your request on October 18, your coverage with our plan will end on October 31. Your new coverage will begin the first day of the next month.

- For information on Medicare options when you leave our plan, see the table on page 200.
- For information about your Healthy Connections Medicaid services when you leave our plan, see page 199.

These are ways you can get more information about when you can end your membership:

- Call South Carolina Healthy Connections Choices at 1-877-552-4642, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-877-552-4670.
- Call the State Health Insurance Assistance Program (SHIP) at 1-800-868-9095, Monday through Friday from 8:30 a.m. to 5 p.m. TTY users should call 711.
- Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

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### B. How do you end your membership in our plan?

If you decide to end your membership, tell Healthy Connections Medicaid or Medicare that you want to leave Absolute Total Care:

- Call South Carolina Healthy Connections Choices at 1-877-552-4642, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-877-552-4670; OR
- Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users (people who are deaf, hard of hearing, or speech disabled) should call 1-877-486-2048. When you call 1-800-MEDICARE, you can also enroll in another

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**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.

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Medicare health or drug plan. More information on getting your Medicare services when you leave our plan is in the chart on page 200.

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### **C. How do you join a different Medicare-Medicaid Plan?**

If you want to keep getting your Medicare and Healthy Connections Medicaid benefits together from a single plan, you can join a different Medicare-Medicaid Plan.

To enroll in a different Medicare-Medicaid Plan:

- Call South Carolina Healthy Connections Choices at 1-877-552-4642, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-877-552-4670. Tell them you want to leave Absolute Total Care and join a different Medicare-Medicaid Plan. If you are not sure what plan you want to join, they can tell you about other plans in your area; OR

Your coverage with Absolute Total Care will end on the last day of the month that we get your request.

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### **D. If you leave our plan and you do not want a different Medicare-Medicaid Plan, how do you get Medicare and Healthy Connections Medicaid services?**

If you do not want to enroll in a different Medicare-Medicaid Plan after you leave Absolute Total Care, you will go back to getting your Medicare and Healthy Connections Medicaid services separately.

#### **How you will get Medicare services**

You will have a choice about how you get your Medicare benefits.

You have three options for getting your Medicare services. By choosing one of these options, you will automatically end your membership in our plan.

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**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 <http://mmp.absolutetotalcare.com>.



<p><b>1. You can change to:</b></p> <p><b>A Medicare health plan, such as a Medicare Advantage plan or Programs of All-inclusive Care for the Elderly (PACE)</b></p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"> <li>• Call the State Health Insurance Assistance Program (SHIP) at 1-800-868-9095. TTY users should call 711. In South Carolina, the SHIP is called the Insurance Counseling Assistance and Referrals for Elders (I-CARE) program.</li> </ul> <p>You will automatically be disenrolled from Absolute Total Care when your new plan's coverage begins.</p>
<p><b>2. You can change to:</b></p> <p><b>Original Medicare <i>with</i> a separate Medicare prescription drug plan</b></p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"> <li>• Call the State Health Insurance Assistance Program (SHIP) at 1-800-868-9095. TTY users should call 711. In South Carolina, the SHIP is called the Insurance Counseling Assistance and Referrals for Elders (I-CARE) program.</li> </ul> <p>You will automatically be disenrolled from Absolute Total Care when your Original Medicare and prescription drug plan coverage begins.</p>

**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 <http://mmp.absolutetotalcare.com>.

<p><b>3. You can change to:</b></p> <p><b>Original Medicare <i>without</i> a separate Medicare prescription drug plan</b></p> <p><b>NOTE:</b> If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don't want to join.</p> <p>You should only drop prescription drug coverage if you get drug coverage from an employer, union or other source. If you have questions about whether you need drug coverage, call the SHIP at 1-800-868-9095. TTY users should call 711.</p>	<p><b>Here is what to do:</b></p> <p>Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.</p> <p>If you need help or more information:</p> <ul style="list-style-type: none"> <li>• Call the State Health Insurance Assistance Program (SHIP) at 1-800-868-9095. TTY users should call 711. In South Carolina, the SHIP is called the Insurance Counseling Assistance and Referrals for Elders (I-CARE) program.</li> </ul> <p>You will automatically be disenrolled from Absolute Total Care when your Original Medicare coverage begins.</p>
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## How you will get Healthy Connections Medicaid services

If you leave our plan, you will get your Healthy Connections Medicaid services through fee-for-service. This is how most people got Medicaid services before they joined Absolute Total Care.

Your Healthy Connections Medicaid services include most long-term services and supports and behavioral health care.

If you leave our plan, you can see any provider that accepts Healthy Connections Medicaid.

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## E. Until your membership ends, you will keep getting your medical services and drugs through our plan

If you leave Absolute Total Care, it may take time before your membership ends and your new Medicare and Healthy Connections Medicaid coverage begins. See page 198 for more information. During this time, you will keep getting your health care and drugs through our plan.

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**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.

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- **You should use our network pharmacies to get your prescriptions filled.** Usually, your prescription drugs are covered only if they are filled at a network pharmacy including through our mail order pharmacy services.
- **If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged.** This will happen even if your new health coverage begins before you are discharged.

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## F. Your membership will end in certain situations

These are the cases when Absolute Total Care must end your membership in the plan:

- If there is a break in your Medicare Part A and Part B coverage.
- If you no longer qualify for Healthy Connections Medicaid. Our plan is for people who qualify for both Medicare and Healthy Connections Medicaid. You will be disenrolled on the first day of the month following the month that you lose your eligibility for Healthy Connections Medicaid.
- If you move out of our service area.
- If you are away from our service area for more than six months.
  - » If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's service area.
- If you enter a nursing home or skilled nursing facility outside the plan's service area and live there for more than six months.
- If you go to jail or prison for a criminal offense.
- If you lie about or withhold information about other insurance you have for prescription drugs.
- If you are not a United States citizen or are not lawfully present in the United States.

You must be a United States citizen or lawfully present in the United States to be a member of our plan. The Centers for Medicare & Medicaid Services will notify us if you aren't eligible to remain a member on this basis. We must disenroll you if you don't meet this requirement.

We can make you leave our plan for the following reasons only if we get permission from Medicare and Healthy Connections Medicaid first:

- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan.

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**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.



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- If you let someone else use your Member ID Card to get medical care.
  - » If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.

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## **G. We cannot ask you to leave our plan for any reason related to your health**

If you feel that you are being asked to leave our plan for a health-related reason, you should call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You may call 24 hours a day, seven days a week. You should also call the Healthy Connections Prime Advocate at 1-844-477-4632. TTY users should call 711.

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## **H. You have the right to make a complaint if we end your membership in our plan**

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also see Chapter 9, Section 10, page 192 for information about how to make a complaint.

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## **I. Where can you get more information about ending your plan membership?**

If you have questions or would like more information on when we can end your membership, you can call Member Services at the number at the bottom of the page.

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**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 <http://mmp.absolutetotalcare.com>.



## Chapter 11: Legal notices

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**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 <http://mmp.absolutetotalcare.com>.

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## A. Notice about laws

Many laws apply to this *Member Handbook*. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are federal laws about the Medicare and Healthy Connections Medicaid programs. Other federal and state laws may apply too.

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## B. Notice about non-discrimination

Every company or agency that works with Medicare and Healthy Connections Medicaid must obey the law. You cannot be treated differently because of your age, claims experience, color, creed, ethnicity, evidence of insurability, gender, genetic information, geographic location, health status, medical history, mental or physical disability, national origin, race, religion, or sex. If you think that you have not been treated fairly for any of these reasons, call the U.S. Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697. You can also visit <http://www.hhs.gov/ocr> for more information.

**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

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**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 <http://mmp.absolutetotalcare.com>.



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>.

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### **C. Notice about Medicare as a second payer**

Sometimes someone else has to pay first for the services we provide you. For example, if you are in a car accident or if you are injured at work, insurance or Workers Compensation has to pay first.

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the first payer.

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**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.

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## Chapter 12: Definitions of important words

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**Activities of daily living:** The things people do on a normal day, such as eating, using the toilet, getting dressed, bathing, or brushing their teeth.

**Aid paid pending:** You can continue getting previously approved services while you are waiting for a decision about a Level 1 Appeal (and for a Healthy Connections Medicaid service, while you are waiting for a decision about a Level 2 Appeal). This continued coverage is called “aid paid pending.” Please see Chapter 9, Section 5.3, page 156 to learn more. Please call Member Services at the number at the bottom of the page if you have other questions.

**Ambulatory surgical center:** A facility that provides outpatient surgery to patients who do not need hospital care and who are not expected to need more than 24 hours of care. (Chapter 4, Section D, page 47.)

**Appeal:** A way for you to challenge our action if you think we made a mistake. You can ask us to change a coverage decision by filing an appeal. Chapter 9, Section 4, page 150 explains appeals, including how to make an appeal. (Chapter 2, Section A, page 15.)

**Brand name drug:** A prescription drug that is made and sold by the company that originally made the drug. Brand name drugs have the same active ingredients as the generic versions of the drugs. Generic drugs are made and sold by other drug companies. (Chapter 5, Section B, page 100.)

**Care coordinator:** One main person who works with you, with the health plan, and with your care providers to make sure you get the care you need. (Chapter 1, Section C, page 5.)

**Care plan:** A plan for what health services you will get and how you will get them. (Chapter 1, Section G, page 8)

**Care team:** A care team may include doctors, nurses, counselors, or other health professionals who are there to help you get the care you need. You are an important member of the care team and can also include other family members or friends. (Chapter 1, Section C, page 5.)

**Centers for Medicare & Medicaid Services (CMS):** The federal agency in charge of Medicare. Chapter 2, Section F, page 22 explains how to contact CMS

**Complaint:** A written or spoken statement saying that you have a problem or concern about your covered services or care. This includes any concerns about the quality of your care, our network providers, or our network pharmacies. The formal name for “making a complaint” is “filing a grievance.” (Chapter 2, Section A, page 15.)

**Comprehensive Assessment:** A review aimed at getting a deeper look at your medical needs, social needs, and capabilities. We will get information from you, your providers, and

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**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 <http://mmp.absolutetotalcare.com>.



family/caregivers when appropriate. This assessment will be done by qualified and trained health professionals, such as nurses, social workers, and care coordinators. (Chapter 1, Section F, page 7.)

**Comprehensive outpatient rehabilitation facility (CORF):** A facility that mainly provides rehabilitation services after an illness, accident, or major operation. It provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy, speech therapy, and home environment evaluation services. (Chapter 2, Section E, page 21.)

**Coordinated and Integrated Care Organization (CICO):** Another name for a Medicare-Medicaid Plan.

**Copay:** A fixed amount you pay as your share of the cost each time you get a service. For example, you might pay \$2 or \$5 for a service. (Chapter 4, Section A, page 44.)

**Cost sharing:** Amounts you have to pay when you get services or drugs. Cost sharing includes copays and coinsurance. (Chapter 1, Section J, page 9.)

**Coverage decision:** A decision about what benefits we cover. This includes decisions about covered drugs and services or the amount we will pay for your health services. Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170) explains how to ask us for a coverage decision. (Chapter 2, Section A, page 15.)

**Covered drugs:** The term we use to mean all of the prescription drugs covered by our plan. (Chapter 1, Section J, page 9.)

**Covered services:** The general term we use to mean all of the health care, long-term services and supports, supplies, prescription and over-the-counter drugs, equipment, and other services covered by our plan. (Chapter 3, Section A, page 27.)

**Disenrollment:** The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice). (Chapter 1, Section E, page 7.)

**Durable medical equipment (DME):** Certain items your doctor orders for use in your own home. Examples of these items are wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers. (Chapter 3, Section L, page 41.)

**Emergency:** A medical emergency is when you, or any other person with an average knowledge of health and medicine, believe that you have medical symptoms that need immediate medical attention to prevent death, loss of a body part, or loss of function of a body part. The medical symptoms may be a serious injury or severe pain. (Chapter 3, Section H, page 35.)

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**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.

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**Emergency care:** Covered services that are given by a provider trained to give emergency services and needed to treat a medical emergency. (Chapter 3, Section H, page 35.)

**Exception:** Permission to get coverage for a drug that is not normally covered or to use the drug without certain rules and limitations. (Chapter 5, Section D, page 103.)

**Extra Help:** A Medicare program that helps people with limited incomes and resources pay for Medicare Part D prescription drugs. Extra Help is also called the “Low-Income Subsidy,” or “LIS.” (Chapter 6, Introduction, page 112.)

**Fair hearing:** A chance for you to tell your problem in court and show that a decision we made is wrong. (Chapter 9, Section 5.4, page 160.)

**Generic drug:** A prescription drug that is approved by the federal government to use in place of a brand name drug. A generic drug has the same active ingredients as a brand name drug. It is usually cheaper and works just as well as the brand name drug. (Chapter 5, Section B, page 100.)

**Grievance:** A complaint you make about us or one of our network providers or pharmacies. This includes a complaint about the quality of your care. (Chapter 9, Section 1.2, page 146.)

**Health plan:** An organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has care coordinators to help you manage all your providers and services. They all work together to provide the care you need. (Chapter 1, Section C, page 5.)

**Healthy Connections Medicaid:** South Carolina’s Medicaid program. For more information, see the definition of “Medicaid” below. (Chapter 1, Section B, page 4.)

**Healthy Connections Prime:** A demonstration program jointly run by South Carolina and the federal government to provide better health care for people who have both Medicare and Healthy Connections Medicaid. (Chapter 1, Section A, page 4.)

**Home health aide:** A person who provides services that do not need the skills of a licensed nurse or therapist, such as help with personal care (like bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy. (Chapter 4, Section D, page 60.)

**Hospice:** A program of care and support to help people who have a terminal prognosis live comfortably. A terminal prognosis means that a person has a terminal illness and is expected to have six months or less to live. An enrollee who has a terminal prognosis has the right to elect hospice. A specially trained team of professionals and caregivers provide care for the whole person, including physical, emotional, social, and spiritual needs. Absolute Total Care must give you a list of hospice providers in your geographic area. (Chapter 4, Section D, page 61.)

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**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.

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**Improper/inappropriate billing:** A situation when a provider bills you more than the plan's cost sharing amount for services. Show your Absolute Total Care Member ID Card when you get any services or prescriptions. Call Member Services if you get any bills you do not understand. As a member of Absolute Total Care, you only have to pay the plan's cost sharing amounts when you get services covered by our plan. We do not allow providers to bill you more than this amount.

**Independent Review Entity (IRE):** An organization that is hired by the Centers for Medicare & Medicaid Services (CMS) to conduct a Level 2 appeal review for a service or item that is covered by Medicare-only or by both Medicare and Health Connections Medicaid. If Absolute Total Care denies approval for such a service or item during a member's Level 1 appeal, the denied appeal is sent to the IRE to conduct a Level 2 review. The IRE is not connected to Absolute Total Care and is not a government agency. Please see Chapter 9, Sections 5.4 (page 160) and 6.6 (page 174) for more information about Level 2 appeals. (Chapter 9, Section 5.4, page 160.)

**Initial health screen:** A review of a patient's medical history and current condition. It is used to figure out the patient's health and how it might change in the future. (Chapter 1, Section F, page 7.)

**Inpatient:** A term used when you have been formally admitted to the hospital for skilled medical services. If you were not formally admitted, you might still be considered an outpatient instead of an inpatient even if you stay overnight. (Chapter 4, Section D, page 64.)

**List of Covered Drugs (Drug List):** A list of prescription drugs covered by the plan. The plan chooses the drugs on this list with the help of doctors and pharmacists. The Drug List tells you if there are any rules you need to follow to get your drugs. The Drug List is sometimes called a "formulary." (Chapter 1, Section J, page 9.)

**Long-term services and supports (LTSS):** Long-term services and supports are services that help improve a long-term medical condition. Most of these services help you stay in your home so you don't have to go to a nursing home or hospital. (Chapter 2, Section B, page 18.)

**Low-income subsidy (LIS):** See "Extra Help."

**Medicaid (or Medical Assistance):** A program run by the federal government and the state that helps people with limited incomes and resources pay for long-term services and supports and medical costs. It covers extra services and drugs not covered by Medicare. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section G, page 23 for information about how to contact Medicaid in your state. (Chapter 1, Section B, page 4.)

**Medically necessary:** Services that are reasonable and necessary:

- For the diagnosis or treatment of your illness or injury; **or**

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- To improve the functioning of a malformed body member; **or**
- Otherwise medically necessary under Medicare law.

In accordance with Healthy Connections Medicaid law and regulation, services are medically necessary if:

- They are essential to prevent, diagnose, prevent the worsening of, alleviate, correct, or cure medical conditions that endanger life, cause suffering or pain, cause physical deformity or malfunction, threaten to cause or aggravate a handicap, or result in illness or infirmity; **and**
- They are provided at an appropriate facility at the appropriate level of care for the treatment of your medical condition; **and**
- They are provided in accordance with generally accepted standards of medical practice. (Chapter 3, Section B, page 27.)

**Medicare:** The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare or a managed care plan (see “Health plan”). (Chapter 1, Section B, page 4.)

**Medicare-covered services:** Services covered by Medicare Part A and Part B. All Medicare health plans, including our plan, must cover all of the services that are covered by Medicare Part A and Part B. (Chapter 4, Section D, page 47.)

**Medicare-Medicaid enrollee:** A person who qualifies for Medicare and Healthy Connections Medicaid coverage. A Medicare-Medicaid enrollee is also called a “dual eligible beneficiary.” (Chapter 1, Section A, page 4.)

**Medicare Part A:** The Medicare program that covers most medically necessary hospital, skilled nursing facility, home health and hospice care. (Chapter 3, Section K, page 40.)

**Medicare Part B:** The Medicare program that covers services (like lab tests, surgeries, and doctor visits) and supplies (like wheelchairs and walkers) that are medically necessary to treat a disease or condition. Medicare Part B also covers many preventive and screening services. (Chapter 4, Section D, page 47.)

**Medicare Part C:** The Medicare program that lets private health insurance companies provide Medicare benefits through a Medicare Advantage Plan.

**Medicare Part D:** The Medicare prescription drug benefit program. (We call this program “Part D” for short.) Part D covers outpatient prescription drugs, vaccines, and some supplies

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not covered by Medicare Part A or Part B or Healthy Connections Medicaid. Absolute Total Care includes Medicare Part D. (Chapter 1, Section J, page 9.)

**Medicare Part D drugs:** Drugs that can be covered under Medicare Part D. Congress specifically excluded certain categories of drugs from coverage as Part D drugs. Healthy Connections Medicaid may cover some of these drugs. (Chapter 2, Section A, page 15.)

**Member (member of our plan, or plan member):** A person with Medicare and Healthy Connections Medicaid who qualifies to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS) and the state. (Chapter 1, Section E, page 7.)

**Member Handbook and Disclosure Information:** This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected documents, which explains your coverage, what we must do, your rights, and what you must do as a member of our plan. (Title Page, page 1.)

**Member Services:** A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2, Section A, page 15 and the bottom of the page for information about how to contact Member Services.

**Model of care:** The structured and integrated approach Absolute Total Care uses to deliver services and ensure care is appropriately coordinated among providers, pharmacies, and our care coordination team.

**Network:** A list of providers approved by Absolute Total Care to use for health care or pharmacy services. (Chapter 1, Section J, page 9.)

**Network pharmacy:** A pharmacy (drug store) that has agreed to fill prescriptions for our plan members. We call them “network pharmacies” because they have agreed to work with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies. (Chapter 1, Section J, page 9.)

**Network provider:** “Provider” is the general term we use for doctors, nurses, and other people who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that give you health care services, medical equipment, and long-term services and supports. They are licensed or certified by Medicare and by the state to provide health care services. We call them “network providers” when they agree to work with the health plan and accept our payment and not charge our members an extra amount. While you are a member of our plan, you must use network providers to get covered services. Network providers are also called “plan providers.” (Chapter 1, Section J, page 9.)

**Nursing home or facility:** A place that provides care for people who cannot get their care at home but who do not need to be in the hospital. (Chapter 4, Section D, page 71.)

**Ombudsman:** An office in your state that helps you if you are having problems with our plan. The ombudsman’s services are free. The Healthy Connections Prime Advocate is the

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ombudsman for people enrolled in Healthy Connections Prime. Please see Chapter 2 for information on how to contact the Healthy Connections Prime Advocate. (Chapter 2, Section I, page 25.)

**Organization determination:** The plan has made an organization determination when it, or one of its providers, makes a decision about whether services are covered or how much you have to pay for covered services. Organization determinations are called “coverage decisions” in this handbook. Chapter 9, Sections 5.2 (page 154) and 6.4 (page 170) explains how to ask us for a coverage decision. (Chapter 9, Section 4, page 150.)

**Original Medicare (traditional Medicare or fee-for-service Medicare):** Original Medicare is offered by the government. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers amounts that are set by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. Original Medicare has two parts: Part A (hospital insurance) and Part B (medical insurance). Original Medicare is available everywhere in the United States. If you do not want to be in our plan, you can choose Original Medicare. (Chapter 3, Section L, page 41.)

**Out-of-network pharmacy:** A pharmacy that has not agreed to work with our plan to coordinate or provide covered drugs to members of our plan. Most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply. (Chapter 5, Section A, page 97.)

**Out-of-network provider or Out-of-network facility:** A provider or facility that is not employed, owned, or operated by our plan and is not under contract to provide covered services to members of our plan. Chapter 3, Section D, page 30 explains out-of-network providers or facilities. (Chapter 3, Section D, page 30.)

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**Out-of-pocket costs:** The cost sharing requirement for members to pay for part of the services or drugs they get is also called the “out-of-pocket” cost requirement. See the definition for “cost sharing” above. (Chapter 4, Section A, page 44.)

**Part A:** See “Medicare Part A.”

**Part B:** See “Medicare Part B.”

**Part C:** See “Medicare Part C.”

**Part D:** See “Medicare Part D.”

**Part D drugs:** See “Medicare Part D drugs.”

**Primary care provider (PCP):** Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to stay healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section D, page 30 for information about getting care from primary care providers.

**Prior authorization:** Approval needed before you can get certain services or drugs. Some network medical services are covered only if your doctor or other network provider gets prior authorization from our plan. Covered services that need prior authorization are marked in the Benefits Chart in Chapter 4, Section D. Some drugs are covered only if you get prior authorization from us. Covered drugs that need prior authorization are marked in the *List of Covered Drugs*. (Chapter 3, Section D, page 30.)

**Prosthetics and Orthotics:** These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy. (Chapter 4, Section D, page 79.)

**Quality improvement organization (QIO):** A group of doctors and other health care experts who help improve the quality of care for people with Medicare. They are paid by the federal government to check and improve the care given to patients. See Chapter 2, Section E, page 21 for information about how to contact the QIO for your state. (Chapter 2, Section E, page 21.)

**Quantity limits:** A limit on the amount of a drug you can have. Limits may be on the amount of the drug that we cover per prescription. (Chapter 5, Section C, page 102.)

**Rehabilitation services:** Treatment you get to help you recover from an illness, accident or major operation. See Chapter 4, Section D, page 75 to learn more about rehabilitation services. (Chapter 4, Section D, page 75.)

**Service area:** A geographic area where a health plan accepts members. For plans that limit which doctors and hospitals you may use, it is also generally the area where you can get

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routine (non-emergency) services. Only people who live in our service area can get Absolute Total Care. (Chapter 1, Section D, page 6.)

**Skilled nursing facility (SNF):** A nursing home with the staff and equipment to give skilled nursing care and, in most cases, skilled rehabilitative services and other related health services. (Chapter 4, Section D, page 81.)

**Skilled nursing facility (SNF) care:** Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give. (Chapter 4, Section D, page 81.)

**Specialist:** A doctor who provides health care for a specific disease or part of the body. (Chapter 3, Section D, page 30.)

**State Medicaid agency:** The South Carolina Department of Health and Human Services (SCDHHS) is designated as the single state agency for the administration of the Medicaid program (called “Healthy Connections Medicaid”) in South Carolina. SCDHHS is a cabinet-level agency under the Governor of the State of South Carolina. (Chapter 1, Section B, page 4.)

**Step therapy:** A coverage rule that requires you to first try another drug before we will cover the drug you are asking for. (Chapter 5, Section D, page 103.)

**Supplemental Security Income (SSI):** A monthly benefit paid by Social Security to people with limited incomes and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

**Tier:** A tier is a group of drugs of generally the same type (for example, brand name, generic, or over-the-counter drugs). (Chapter 5, Section B, page 100.)

**Urgently needed care:** Care you get for a sudden illness, injury, or condition that is not an emergency but needs care right away. You can get urgently needed care from out-of-network providers when network providers are unavailable or you cannot get to them. (Chapter 3, Section H, page 35.)

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## Absolute Total Care Member Services

<b>CALL</b>	<p>1-855-735-4398</p> <p>Calls to this number are free. 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.</p> <p>Member Services also has free language interpreter services available for non-English speakers.</p>
<b>TTY</b>	<p>711</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free. 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.</p>
<b>FAX</b>	<p>1-866-719-5435</p>
<b>WRITE</b>	<p>Absolute Total Care 1441 Main Street, Suite 900 Columbia, SC 29201</p>
<b>WEB SITE</b>	<p><a href="http://mmp.absolutetotalcare.com">http://mmp.absolutetotalcare.com</a></p>

