



Absolute Total Care welcomes you!

Absolute Total Care (Medicare-Medicaid Plan) makes it easy to get the care you need, when you need it. Your plan includes covered medications, covered hearing services and transportation, **all at no cost to you**. Our Healthy Moves newsletter is one of the many ways we hope to stay in touch with you and help you lead a healthy life. From understanding your benefits to eating right, there are many ways to support your health. We'll be covering these topics in this semi-annual newsletter along with other health information that matters to you and your family. If you have any questions about your health plan or benefits available to you, please call Absolute Total Care Member Services at **1-855-735-4398** from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call **711**. The call is free. You can also visit our website at <http://mmp.absolutetotalcare.com> for more plan information.

Member Survey

Your opinion matters to us. That is why we encourage you to participate in the upcoming Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.

The survey asks you to evaluate your experiences with your healthcare providers. It covers topics that are important to many consumers. The surveys are public domain, which means that the survey results are freely available to anyone. For more information, go online to

<https://cahps.ahrq.gov/about-cahps/index.html>.



You have **rights and responsibilities**

There are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. They cover your treatment, privacy and access to information.

You can read all the rights and responsibilities in your Member Handbook. Here are a few of the important ones:

Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect, fairness and dignity at all times
- Knowing that your medical information will be kept private
- Being able to get a copy of your medical records
- Being able to ask that the records be corrected, if needed
- Being able to file a complaint or an appeal

Here are some of your responsibilities as a member:

- Read the Member Handbook
- Participate in the initial health screening upon enrollment in the plan
- Participate in a comprehensive assessment upon enrollment in the plan
- Tell us about any other prescription drug coverage you may have
- Tell your doctor or other healthcare providers that you are enrolled in our plan
- Tell us if you move or change your phone number

If you get a bill

Absolute Total Care does not allow network providers to bill you for covered services or items. The only amount you should be asked to pay is the copay for personal care services, medical supplies, prosthetics, dental services and orthotic devices covered only by South Carolina Healthy Connections Medicaid.

If you get a bill that is more than your copay for covered services and items, send the bill to us at:

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

You should not pay the bill yourself. We will contact the provider directly and take care of it. If you need more help, call Member Services.

Prevent the Flu

Flu-related problems like pneumonia and bronchitis can be serious for adults older than 65, adults with chronic health conditions or those who live in a nursing home or skilled nursing facility. They can cause hospitalizations — and even death.

Your best protection against the flu is to get the flu vaccine in the fall, or at least sometime between September and February. You cannot get the flu from the vaccine!

In addition to the vaccine, take precautions to avoid getting sick. Wash your hands often using soap and water or an alcohol-based hand sanitizer. Prevent the spread of germs by covering your nose and mouth when you sneeze, and avoid contact with others when they or you are sick.

Call Member Services to learn more about flu and to schedule an appointment to get the vaccine.



How we reach for quality

Absolute Total Care's quality improvement goal is to improve the health of our members. We rely on our Quality Improvement (QI) Program to support this goal.

Our QI Program will improve both the quality of clinical care and the quality of non-clinical services.

To learn more about the QI program visit us online at absolutetotalcare.com or call **1-866-433-6041** (TTY: 711).

Advance Directive - Planning Your Living Will

We think you are the most important person who will ever be involved in your care. You have the right to make decisions about your care. We want you to be active in all your healthcare choices. It is an unpleasant thought, but what if you became too sick to tell the doctor what you want your care to be?

An Advance Directive is a way to make sure that your wishes are known. You can make decisions in advance of care or name someone to make those choices if you cannot. You can get an Advance Directive form from your doctor, your care manager, 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.

Once you complete the form, ask your doctor to put it in your file. You can also ask your doctor any questions you may have. Together, you can make decisions that will set your mind at ease.

You can change your Advance Directive at any time. You should make sure others know you have an Advance Directive.

With an Advance Directive, you can be sure that you are cared for as you wish, at a time when you cannot give the information.

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

1-855-735-4398

TTY: 711

<http://mmp.absolutetotalcare.com>

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U.S. POSTAGE
PAID
Stevens Point, WI
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<Name>
<Address>
<City>, <State> <ZIP>



How can we help you?

We can help you with many things. Just call Member Services at **1-855-735-4398** (TTY: **711**) if you need:

- A paper copy of anything on our website
- Help finding a doctor
- Help making health appointments
- A ride for your appointments (please remember to call at least 72 hours before your appointment)

Absolute Total Care (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid to provide benefits of both programs to enrollees.

Limitations, copays, and restrictions may apply. For more information, call Absolute Total Care Member Services or refer to the Absolute Total Care Member Handbook.

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

You can get this information for free in other languages. Please call our Member Services number at 1-855-735-4398. Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711. The call is free.

Puede obtener esta información en otros idiomas gratis. Por favor llame a nuestro número de Servicios para Afiliados al 1-855-735-4398. El horario de atención es 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. Los usuarios de TTY deben llamar al 711. La llamada es gratuita.

Notice of Non-Discrimination. Absolute Total Care 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). If you believe that Absolute Total Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; Absolute Total Care's Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Services

ATTENTION: If your primary language is not English, language assistance services are available to you, free of charge. Call 1-855-735-4398 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-4398 (TTY: 711).

ملحوظة: إذا كنت لا تجيد التحدث باللغة الإنجليزية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-735-4398 (رقم هاتف الصم والبكم: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-735-4398 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-735-4398 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-735-4398 (TTY: 711).

ATENÇÃO: Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame 1-855-735-4398 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請電 1-855-735-4398 (TTY : 711)。

RUAHSAKNAK: Mirang ttong hmang nan um silen, Mirang ttong thawn pehpar aw in a lak in bawm nak a um. Himi ah in contact thei asi: 1-855-735-4398 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-855-735-4398 (TTY: 711) पर कॉल करें।

주의: 한국어를 사용하지는 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).

ဟ်သ့ၣ်ဟ်သးဘၣ်တက့ၢ်-ဝဲန့ၣ်တကတိၤအဲးကလံးအကျိၣ်ဘၣ်န့ၣ်,ကျိၣ်အတၢ်ဆိၣ်ထွဲၤအတၢ်ဖဲးတၢ်မၤတဖၣ်အိၣ်ဝဲဒၣ်လၢနဂီၢ်လၢတလိၣ် ဟ့ၣ်အပူၤဘၣ်န့ၣ်လီၤ.ကိးဘၣ် 1-855-735-4398 (TTY: 711) တက့ၢ်.

ማሳሰቢያ:- ኦሚርኛ 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။