

2016 Provider & Pharmacy Directory Information

Introduction

The **Find a Doctor or Pharmacy** search tool is updated every minute of the day.

Some Absolute Total Care (ATC) providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-855-735-4398 and we will help you. TTY users call 711.

This **Find a Doctor or Pharmacy** search tool lists healthcare professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers that you may see as an ATC member. We also list the pharmacies that you may use to get your prescription drugs.

We will refer to these groups as “network providers” in this **Find a Doctor or Pharmacy** search tool. These providers signed a contract with us to provide you services. This is a list of ATC’s network providers for qualified residents who live in the following counties, cities and/or towns in South Carolina’s **Coastal and Upstate Regions**.

To get the most up-to-date information about ATC’s network providers in your area, use the Find a Provider tool, or call Member Services at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week. On weekends and 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.

Coastal Region

Beaufort County Cities/Towns			
Beaufort	Burton	Laurel Bay	Shell Point
Bluffton	Hilton Head Island	Port Royal	Yemassee

Berkeley County Cities/Towns			
Bonneau Beach	Hanahan	Moncks Corner	Sangaree
Bonneau	Jamestown	Pinopolis	Saint Stephen
Charleston	Ladson	Russellville	Summerville
Goose Creek			

Calhoun County Cities/Towns			
Cameron	Saint Matthews		

Charleston County Cities/Towns			
Awendaw	Kiawah Island	Meggett	Rockville
Charleston	Ladson	Mount Pleasant	Seabrook Island
Folly Beach	Lincolnton	North Charleston	Sullivan’s Island

Hollywood	McClellanville	Ravenel	Summerville
Isle of Palms			

Chesterfield County Cities/Towns

Cheraw	Jefferson	Mount Croghan	Patrick
Chesterfield	McBee	Pageland	Ruby

Clarendon County Cities/Towns

Alcolu	Paxville	Summerton	Turbeville
Manning			

Colleton County Cities/Towns

Cottageville	Islandton	Lodge	Walterboro
Edisto Beach	Jacksonboro	Smoaks	Williams

Dillon County Cities/Towns

Dillon	Lake View	Latta	
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Florence County Cities/Towns

Coward	Lake City	Pamplico	Scranton
Florence	Olanta	Quinby	Timmons ville
Johnsonville			

Georgetown County Cities/Towns

Andrews	Georgetown	Murrells Inlet	Pawleys Island
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Hampton County Cities/Towns

Brunson	Gifford	Luray	Varnville
Estill	Hampton	Scotia	Yemassee
Furman			

Jasper County Cities/Towns

Hardeeville	Ridgeland		
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Lee County Cities/Towns

Bishopville	Lynchburg		
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Marion County Cities/Towns

Marion	Mullins	Nichols	Sellers
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Marlboro County Cities/Towns

Bennettsville	Cilo	Tatum	Wallace
Blenheim	McColl		

Orangeburg County Cities/Towns

Bowman	Eutawville	Norway	Scranton
Branchville	Holly Hill	Quinby	Timmons ville
Cope	Livingston		
Cordova	Neeses		

Elloree	North		
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Williamsburg County Cities/Towns			
Andrews	Hemingway	Lane	Stuckey
Greeleyville	Kingstree		

Upstate Region

Abbeville County Cities/Towns			
Abbeville	Donalds	Honea Path	Lowndesville
Antreville	Due West	Lake Secession	Ware Shoals
Calhoun Falls			

Bamberg County Cities/Towns			
Bamberg	Ehrhardt	Govan	Olar
Denmark			

Barnwell County Cities/Towns			
Barnwell	Elko	Kline	Williston
Blackville	Hilda	Snelling	

Chester County Cities/Towns			
Chester	Fort Lawn	Great Falls	Richburg
Eureka Mill	Gayle Mill	Lowrys	

Fairfield County Cities/Towns			
Jenkinsville	Ridgeway	Winnsboro Mills	Winnsboro

Greenville County Cities/Towns			
Berea	Golden Grove	Piedmont	Tigerville
City View	Greenville	Princeton	Travelers Rest
Dunean	Greer	Sans Souci	Wade Hampton
Five Forks	Judson	Simpsonville	Ware Place
Gantt	Parker	Taylors	

Kershaw County Cities/Towns			
Bethune	Camden	Elgin	Lugoff
Boykin			

Laurens County Cities/Towns			
Clinton	Gray Court	Mountville	Waterloo
Cross Hill	Joanna	Princeton	Watts Mills
Fountain Inn	Laurens		

Lexington County Cities/Towns			
Batesburg-Leesville	Gilbert	Pine Ridge	Springdale
Cayce	Irmo	Red Bank	Summit
Chapin	Lexington	Seven Oaks	Swansea
Columbia	Oak Grove	South Congaree	West Columbia
Gaston	Pelion		

McCormick County Cities/Towns			
Clarks Hill	Modoc	Parksville	Willington
McCormick	Mount Carmel	Plum Branch	

Newberry County Cities/Towns			
Little Mountain	Peak	Prosperity	Whitmire
Newberry	Pomaria	Silverstreet	

Pickens County Cities/Towns			
Central	Easley	Norris	Six Mile
Clemson	Liberty	Pickens	

Richland County Cities/Towns			
Arcadia Lakes	Dentsville	Gadsden	Lake Murray of Richland
Blythewood	Eastover	Hopkins	Saint Andrews
Columbia	Forest Acres	Irmo	Woodfield

Saluda County Cities/Towns			
Batesburg-Leesville	Ridge Spring	Saluda	Ward
Monetta			

Spartanburg County Cities/Towns			
Arcadia	Cross Anchor	Inman	Saxon
Boiling Springs	Duncan	Inman Mills	Southern Shops
Campobello	Enoree	Landrum	Spartanburg
Central Pacolet	Fairforest	Lyman	Startex
Chesnee	Fingerville	Mayo	Valley Falls
Clifton	Glendale	Pacolet	Wellford
Converse	Gramling	Reidville	Woodruff
Cowpens	Greer	Roebuck	

Union County Cities/Towns			
Buffalo	Jonesville	Monarch Mill	Union
Carlisle	Lockhart		

Getting Started in Absolute Total Care (ATC)

This section explains key terms you'll see in our **Find a Doctor or Pharmacy** search tool.

- **Providers** are healthcare professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports, supplies, prescription drugs, equipment and other services.
 - The term *providers* also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.

- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay only your share of the cost for covered services.
- A **Primary Care Provider (PCP)** is a family practice physician, a general practitioner, a primary care clinic, or an internal medicine physician who gives you routine healthcare. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need to see a specialist or other provider.
- **Specialists** are doctors who provide healthcare services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - **Oncologists** care for patients with cancer.
 - **Cardiologists** care for patients with heart conditions.
 - **Orthopedists** care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your network PCP must give you approval before you can see the other provider. If you don't get a referral, ATC may not cover the service.
 - Referrals from your network PCP are not needed for:
 - Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or
 - Services from a women's health specialist.
 - Additionally, if you are eligible to receive services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
 - More information on referrals is available in Chapter 3 of the Member Handbook.
- You also have access to a Care Manager and a **Care Team** that you choose.
 - A **Care Manager** helps you manage your medical providers and services.
 - Your **Care Team** is a group of advocates and providers working together to provide you with medical, behavioral health, psychosocial, and social care, and long-term services and supports in the community or in a facility. You are a member of your Care Team, and you can tell us who else you would like to participate. Unless you tell us otherwise, your Care Team **will** include:
 - You;
 - Your Care Manager;
 - Your PCP;

- Your behavioral health clinician (if you have one);
- Your long-term services and supports (LTSS) providers (if you have them);
These include:
 - Your Home Again Transition Coordinator
 - Your waiver services provider
 - Your Community Long Term Care (CLTC) waiver case manager
- A pharmacist; and
- Representatives from the facility where you receive care.

Your Care Team **can also include** the following people, if it is appropriate and if you agree:

- Nurses, specialists, social workers, and other people who can provide expert advice
- Family members
- Other informal caregivers
- Advocates
- State agency or other case managers

Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

Choosing a Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider. To request a PCP, you can contact Member Services at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week. On weekends and 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 may also contact your Care Manager at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week. On weekends and 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.

To choose a PCP, where it says “Select Provider Type” choose “Primary Care Provider” from the drop-down menu:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.

- If you want help in choosing a PCP, please call your Care Manager at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week. On weekends and 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.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

Getting Long-Term Services and Supports

You may be able to get long-term services and supports (LTSS), such as environmental modification (minor changes to your home), pest control, home-delivered meals, and respite care (relief for your primary caregiver, either at home or in a hospital). Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

LTSS are available to members who are on certain waiver programs operated by the Community Long Term Care (CLTC) division of Healthy Connections Medicaid. Those waivers are:

- Community Choices waiver
- 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 Manager about how to access them and whether you can join one of these waivers. Your Care Manager can give you information about how to apply for an appropriate waiver, and all of the resources available to you under the plan.

Identifying Providers in ATC's Network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in the "Getting Started in ATC" section above.

You must get all of your covered services from providers within our network. If you go to providers who are not in ATC's network (without prior authorization or approval from us) you will have to pay the bill.

The exceptions to this rule are during your first 180 days in our plan or when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if ATC gives you permission first.

- You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.

→ ATC works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this **Find a Doctor or Pharmacy** search tool includes information about the accommodations they provide. If you need to see a provider and are not sure if they offer the accommodations you need, ATC can help you. Talk to your Care Team for assistance.

Finding ATC Providers in Your Area

This provider search tool is organized by zip code or county, then provider type, then by the city. Look for the type of provider (for example, PCP, cardiologist, etc.) then the city in which you live.

List of Network Providers

This **Find a Doctor or Pharmacy** search tool of ATC's network providers contains:

- **Healthcare professionals** including Primary Care Providers, specialists and mental health providers;
- **Facilities** including hospitals, nursing facilities, Federally Qualified Health Centers (FQHCs), and infusion centers; and
- **Support providers** including long-term services and supports (LTSS) providers of Adult Day Health Care, attendant care, companion services, environmental modification, home-delivered meals, incontinence supplies, nutritional supplements, personal care attendants, Personal Emergency Response System (PERS), private duty nursing, respite care, and specialized medical equipment and supplies.

You may receive services from any of the providers on this list. For some services, you may need a referral from your PCP.

Support Providers – Long-Term Services and Supports (LTSS)

Adult Day Health Care

Adult Day Health Care (ADHC) centers offer medically-supervised care and services at a licensed day care center. Limited skilled nursing procedures as ordered by a physician may be provided by the ADHC nurse at the center. Transportation to and from the home is provided within 15 miles of the center. These services are available to members on the Community Choices waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Attendant Care

Attendant care services are available to members on the Community Choices waiver, HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. These services are member-directed.

Contact your Care Manager for information about accessing these services and the providers available in your community.

Companion Services

Companion services provide short-term relief for caregivers and needed supervision for members. They are available to members on the Community Choices and HIV/AIDS waivers operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Environmental Modification

Environmental modification services provide pest control and minor adaptations to the home. They are available to members on the Community Choices waiver, HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Home Delivered Meals

Regular or special diet meals can be delivered to your home. These services are available to members on the Community Choices waiver, HIV/AIDS waiver, or Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Incontinence Supplies

Limited incontinence supplies are available to members on the Community Choices waiver or HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Incontinence supplies are also covered as a home health benefit for members who are not in a waiver. Please see Chapter 4 of the Member Handbook for information.

Nutritional Supplements

Limited nutritional supplements are available to members on the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Personal Care Attendant

Personal Care Attendants provide two levels of help. Personal Care Level 1 provides assistance with general household duties. Personal Care Level 2 helps with activities such as bathing, dressing, preparing meals, housekeeping, and observing health signs. These services are

available to members on the Community Choices waiver, HIV/AIDS waiver, and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Personal Emergency Response System (PERS)

PERS provides an electronic device, which enables high-risk individuals to secure help in the event of an emergency. These services are available to members on the Community Choices waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Private Duty Nursing

Private duty nursing services provide skilled medical monitoring, direct care, and intervention in order for healthcare needs to be maintained through home support. These services are available to members on the HIV/AIDS waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your Care Manager for information about accessing these services and the providers available in your community.

Respite Care

Respite care services provide temporary relief for your primary caregiver at home (for members on the Community Choices or HIV/AIDS waiver) or in an institution. These services are available to members on the Community Choices, HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Members on the Mechanical Ventilator Dependent waiver can receive these services in a nursing home or hospital, and members on the Community Choices or HIV/AIDS waiver can also receive these services in a Community Residential Care Facility (CRCF). Contact your Care Manager for information about accessing these services and the providers available in your community.

Specialized Medical Equipment and Supplies

Members on the Community Choices or Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division can receive medical supplies to assist with care at home. Contact your Care Manager for information about accessing these services and the providers available in your community.

Pharmacies

This part of the **Find a Doctor or Pharmacy** search tool provides a list of pharmacies in ATC's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside the **Coastal or Upstate Region** in which you live. You may also fill your prescriptions at these pharmacies. Please contact ATC at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week for additional information. TTY users call 711.

→ ATC members must use network pharmacies to get prescription drugs.

- You must use network pharmacies except in emergency or urgent care situations. If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the ATC Member Handbook for more information.

For up-to-date information about ATC network pharmacies in your area, please call Member Services at 1-855-735-4398 from 8 a.m. to 8 p.m., seven days a week. On weekends and 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.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Member Handbook and ATC's *List of Covered Drugs*. The current List of Covered Drugs can be found on our website at <http://mmp.absolutetotalcare.com/home/prescription-drug-part-d-benefit-information/> or you may contact Member Services at the number above to have one mailed to you.

Identifying Pharmacies in Our Network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies
- Home infusion pharmacies
- Long-term care (LTC) pharmacies
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

→ You are not required to continue going to the same pharmacy to fill your prescriptions. You can go to any of the pharmacies in our network.

Long-Term Supplies of Prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply.

ATC's Network Pharmacies

This section of the **Find a Doctor or Pharmacy** search tool is organized by county, pharmacy type and city. Look for the type of pharmacy first by clicking on "Other". Then select the pharmacy type (for example, retail, mail order, home infusion, etc.). Then find a pharmacy close to your home.

Long-Term Care Pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Absolute Total Care through the facility's pharmacy or another network pharmacy.

Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies through ATC's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to go to these pharmacies under limited circumstances (e.g., emergencies).

Network Pharmacies Outside the Coastal and Upstate Regions

You can get your drugs covered at any of our network pharmacies. This includes our network pharmacies outside of our service area.

You can get prescription drugs shipped to your home through our network mail-order delivery program. Typically, you should expect to receive your prescription drugs within 16 days from the time that the mail-order pharmacy receives the order. If you do not get your prescription drug(s) within this time, please contact us at 1-855-735-4398. TTY users call 711.

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

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 may change on January 1 of each year.

A complete Directory of all providers and pharmacies is available and will be provided to members upon request.

*This **Find a Doctor or Pharmacy** search tool lists providers of both Medicare and Healthy Connections Medicaid services.*

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

Esta información está disponible gratis en otros idiomas. Llame a nuestro número de servicio al cliente al 1-855-735-4398 de 8:00 a. m. a 8:00 p. m., los siete días de la semana. Los usuarios de TTY deben llamar al 711. Los fines de semana y los días feriados nacionales, es posible que se le pida que deje un mensaje. Le devolveremos la llamada durante el próximo día hábil. La llamada es gratuita.

You can get this information for free in other formats, such as large print, braille, or audio. Call 1-855-735-4398. TTY users call 711. Member Services hours are from 8 a.m. to 8 p.m., seven days

a week. On weekends and federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.